



Mandalay Homeowner Manual

The Guide To Living In Your New Home

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TABLE OF CONTENTS

AN INTRODUCTION TO YOUR HOMEOWNER MANUAL	4
Record of Materials Given To Purchasers.....	5
The Developer of Mandalay	6
The Professionals At Mandalay.....	7
Architect	7
Interior Designer.....	7
Warranty Provider	8
Sample Copy of The Willis Canada Inc. Homeowner Warranty	9
The Product	21
The Process.....	22
Variations.....	22
Quality Assurance Program	22
Delivery Date	22
 IMPORTANT INFORMATION.....	 23
The “Emergency Procedures” Tab	23
The “Contact Information”, and “Finish Specification” Tabs	23
The “Warranty Service” and “Forms” Tab.....	23
Maintenance – Protecting Your Investment.....	23
Utility Service Account Responsibility.....	23
Access and Security	24
Visitor Intercom System	24
Camera System	25
Alarm Pre-Wiring.....	25
Garbage Pickup	25
Water Shutoffs	25
Main Bathroom Fan	26
Dryer Booster Fan.....	26
Heating	26
Fireplace.....	26
Manufacturer’s Literature	27
 WARRANTY SERVICE	 28
Warranty Description.....	28
Deficiency and Warranty Repairs.....	29
Initial Orientation.....	29
Year End Corrective Period.....	29
Corrective Period Rules and Regulations.....	30
2 nd Year End Corrective Period	31
Warranty Reporting After 2nd Year End Corrective Period.....	31
Common Property and Limited Common Property	31
Appliances	32
 EMERGENCY PROCEDURES.....	 33
Emergency Contacts.....	34

HOME COMPONENTS.....	35
Alarm System.....	35
Appliances	35
Blinds	36
Cabinets.....	36
Carpet.....	37
Ceramic Tile.....	39
Closet Shelves and Organizers.....	40
Condensation.....	41
Countertops	42
Doors and Locks	43
Dryer Booster Fan.....	44
Dryall	45
Electrical System	46
Troubleshooting Tips: Electrical.....	47
Fireplace	48
Gas Shut-Offs	49
Hardware	49
Hardwood Flooring.....	49
Heating	50
Lighting	51
Mirrors	51
Paint and Stain.....	51
Phone/Cable Outlets.....	52
Plumbing.....	52
Troubleshooting Tips: Plumbing	54
Pot Fillers.....	55
Remote Controls	56
Shower Doors or Tub Enclosures.....	56
Smoke Detectors	56
Ventilation	57
Windows	58
 MANDALAY CONTACT INFORMATION	 60
 FINISH SPECIFICATIONS	 62
Interior Suite Finish Specifications	62
Scheme One – Ocean Limestone.....	62
Scheme Two – Café Marble	66
Finish Carpentry, Doors, Wire Shelving and Closet Organizers	69
Door Hardware, Cabinet Hardware & Shower Rod	70
Bathroom Accessories	72
Plumbing Fixtures, Fittings and Bathroom Fan.....	73
Mirrors, Shower Enclosures, Blinds and Fireplace	75
Lighting Fixtures.....	76
Appliances	78
Alarm Pre-Wiring, Residential RF's, Visitor Intercom System, and Camera System.....	80
 EMERGENCY &/OR YEAR END FORM	 82

An Introduction To Your Homeowner Manual

Congratulations on your decision to purchase a new home at Mandalay!

This Homeowner Manual ("Manual") has been designed to assist you following the purchase of your new home. This Manual has been written specifically for the homeowners who purchase their units directly from the Developer. That stated, subsequent owners may also benefit from some of the information contained herein (for example, paint color codes in the "Finish Specifications" section). Subsequent owners may also be entitled to unexpired portions of the "2/10/10" warranty (please refer to the "Warranty Services" tab).

This guide is divided into eight main sections (see tabs). The first section takes a look at the professionals that went into making your home the unique piece of craftsmanship it is today. It also delineates items transferred to the purchaser on the possession date. The remaining sections cover a great deal of information including the details of each home component, maintenance/warranty guidelines, and customer service forms to assist us in enhancing our customer service relationship with you.

Please take time to review this material thoroughly. If you need clarification or additional details about any topic discussed, please give us a call. We will be delighted to assist you!

Please note that this manual does not create any legal obligation or covenant between the developer and its original purchasers, their successors, or their assigns. It is not a document that "runs" with title.

Record of Materials Given To Purchasers

The following documents will be turned over to the purchaser on or after the purchaser's possession date. The materials will be included in The Welcome Package.

KitchenAid Superba Built-In Electric Convection Oven Manual;
KitchenAid Dishwasher User Instructions Manual;
KitchenAid Gas Cooktop Use & Care Guide;
Slide-Out Vent Range Hood Manual;
KitchenAid Refrigerator User Instructions (if applicable);
KitchenAid Bottom-Mount Refrigerator Use & Care Guide (if applicable);
Whirlpool Washer/Dryer User Instructions;
Mainline Disposal Manual;
Taju – Single Handle Wall Mount Pot Filler Warranty;
Spectrum Window Coverings Ltd. Warranty and Maintenance Letter;
Kentwood Product Warranty, Care and Maintenance Guide;
Komo Floors Hardwood Installation Warranty;
Carpet Warranty and Care Information;
IMAC 2 Year Limited Warranty on Natural Stone Countertops;
IMAC Natural Stone Countertops Maintenance and Care Guide;
IMAC Stone Maintenance Reference Letter (addressing granite/marble/limestone care guidelines);
IDKS Warranty on Kitchen and Vanity Cabinets;
Design Lighting Warranty Letter;
Trimlite Door Warranty and Policies Letter;
Dimplex Practical User's Guide for the Electric Fireplace;
Dimplex 2 Year Limited Warranty;
Glass World Warranty (mirrors and glass shower doors);
Glass World Maintenance Guide (mirrors and glass shower doors);
National Tile Ltd. Guarantee;
National Tile Maintenance Guide;
Sunburst Cleaning Instructions for "Lifestyle Closet Systems" (if applicable);
Sunburst Product Warranty for "Lifestyle Closet Systems" (if applicable);
Sunburst Warranty for "Wire Shelving" (if applicable);
Nexgen Alarm Installation and Monitoring Quotation;
Spectra LCD and 16-Zone LED Keypads User's Manual (security system, if applicable);
Telus Welcome Sheet;
Telus Ethernet Cable;
Willis Warranty Schedule D;
Standard Copy of the Willis Homeowner Policy;
2 Radio Frequency Remotes;
2 of the following keys:

- Suite
- Mailbox
- Patio door keys (if applicable);

1 Media Key (media box is usually in the entry closet);
Unit Information Sheet (Showing Strata Lot No., Mail Box No., etc.);
Mandalay Visitor Entry Instruction Sheet;
Mandalay "How to Activate your Enterphone" Sheet;
Mandalay Important Information Sheet; and
Mandalay Move in/Move out Sheet.

The Developer of Mandalay

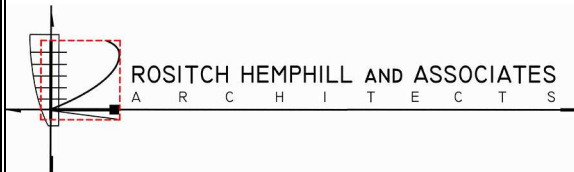
Mandalay was developed by AH Ten Holdings Ltd. and Hemlock Drive Development Limited Partnership (collectively referred to as the “Developer”). The Developer is a member of the Cressey Group of Companies (Cressey). Established in 1969, Cressey and its affiliated companies have been instrumental in changing the greater Vancouver skyline and constructing landmark residences throughout the lower mainland in fulfillment of the housing needs of a dynamic marketplace.



With over 200 successful projects to their credit, Cressey has built a solid reputation as innovators of distinctive housing, designed for specific urban sites and lifestyles. The company maintains an unyielding commitment to outstanding workmanship, quality materials and customer satisfaction. Recognized for its excellence, Cressey has earned many prestigious industry awards, including the Georgie awards from the Canadian Home Builders Association of B.C., and awards of excellence from both the Urban Development Institute and Lower Mainland Municipalities.

The Professionals At Mandalay

Architect



ROSITCH HEMPHILL and ASSOCIATES ARCHITECTS is an award winning, mid-size Architecture firm located in Vancouver, British Columbia. Established in 1984, it has received international recognition for successful projects throughout the Pacific Northwest.

Awards

- Seven Gold and numerous Silver "Georgie Awards" In various categories
- Four Urban Development Institute of B.C. Awards of Excellence
- City of Calgary, "SAM" Award for best Multi-Family Building
- CHBA Okanagan Housing Award, Multi-Family Category
- City of Vancouver Heritage Award
- Builder's Choice Award, Builder Magazine
- Design Excellence Award, District of North Vancouver
- Architectural Institute of British Columbia Award
- Northwest Lathe and Plaster Bureau Award

Interior Designer

BYUDesign

BYU Design (Bob's Your Uncle Design Ltd) was founded in 2003 by its principals, Cheryl Broadhead and Ada Bonini. Since inception, their energy and fresh approach to interior design has created successful results for a wide variety of projects both locally and internationally.

Their reputation is built on a solid portfolio of multi-unit residential projects ranging in scale from condo conversions, townhouses, low-rise construction, to multi tower high rise projects. All aspects of interior design are addressed including marketing centres and display suites. BYU's portfolio also includes both retail and commercial properties.

Warranty Provider



The Willis Warranty:

- Decades of international experience in providing residential warranty programs;
- The financial strength and stability of Commonwealth Insurance – billions of dollars in assets and capitalization;
- Client-focused claims handling.

Your Willis Warranty builder has met our strict guidelines:

- Rigorous and demanding "Best Practices" standards;
- Numerous reviews by a team of independent structural and building envelope engineers;
- A superior record of stability, performance and customer service.

Willis:

- Is one of the largest insurance brokers and risk consultants in the world – based in London, UK;
- Has over 13,000 employees in 300 offices around the globe and across Canada.

Sample Copy of The Willis Canada Inc. Homeowner Warranty

WILLIS CANADA INC.

1500 – 1095 West Pender Street
Vancouver, B.C.
V6E 2M6

Policy No. WCI

DECLARATIONS

THE INSURANCE COMPANY (IES) SIGNATORY HERETO
(Hereinafter Called The Insurer(S))
FOR THEIR RESPECTIVE INTEREST
BY THIS POLICY AGREE TO PROVIDE WARRANTY COVERAGE TO:

NAME:

CIVIC ADDRESS:

NAME, ADDRESS OF VENDOR/PURCHASER:

COMMENCEMENT DATE:

EXPIRY DATES:

Material & Labour Warranty:

- a. **12 Months** Defects in Material & Labour:
15 Months for Common Property
- b. **2 Years** defects In Materials and Labour supplied for:
 - i. the gas, electrical, plumbing, heating, ventilation and air conditioning delivery systems; and
 - ii. the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the dwelling unit

10 Years Building Envelope Warranty:

10 Years Structural Defects Warranty:

INSURER(S):

Commonwealth Insurance Company
595 Burrard Street, Suite 1500
Box 49115 Bentall Tower Three
Vancouver, BC

IN WITNESS WHEREOF, the Insurer has duly executed this Policy. PROVIDED, however, that this Policy is not valid unless signed by an authorized representative of the Insurer.

Authorized Representative

Date

This Policy is issued and accepted subject to the foregoing provisions and to the following provisions, stipulations and conditions which are hereby specifically referred to and made a part of this Policy, together with such other provisions, agreements or conditions as may be endorsed hereon or added hereto.

LIMITS OF LIABILITY - STANDARD WARRANTY COVERAGE

Pursuant to the cover set out in the **Insuring Agreement** the **Insurer** shall not be responsible for more than:

1. \$200,000.00 (or the purchase price paid by the **purchaser/homeowner**, whichever is less) for a **dwelling unit** in fee simple ownership;
2. \$100,000.00 (or the purchase price paid by the **purchaser/homeowner**, whichever is less) for a **dwelling unit** in a strata titled or **multi-unit project**;

In calculating the cost of claims for standard limits under warranty coverage, the **Insurer** will include:

- a. the cost of repairs;
 - b. the cost of investigation, engineering and design required for repairs; and
 - c. the cost of supervision of repairs, including professional review (but excluding legal costs);
 - d. the living out accommodation expenses.
3. \$100.00 (or the paid amount, whichever is less) per day for reasonable **living out accommodation expenses** actually incurred by the **homeowner** in the event that repairs are required under warranty and the damage to the building or extent of the repairs renders the **dwelling unit** uninhabitable. Coverage under this subsection will continue until the **dwelling unit** is ready for occupancy, subject to the **homeowner** receiving 24 hours advance notice.

INSURING AGREEMENT

The **Insurer** will pay on behalf of the **purchaser/homeowner** during the periods of insurance noted (subject to the terms, conditions, limits, definitions and exclusions contained herein) for:

1. Materials and Labour Warranty

The coverage for the two (2) year material and labour warranty is as follows:

- a. in the first twelve (12) months from the **commencement date**:
 - i. coverage for any **defect** in materials and labour; and
 - ii. subject to definition, coverage for a violation of **building code**.
- b. In the first twenty-four (24) months from the **commencement date**:
 - i. coverage for any **defect** in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems;
 - ii. coverage for any **defect** in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the **dwelling unit**;
 - iii. coverage for any **defect** in materials and labour which renders the new home unfit to live in;
 - iv. subject to definition, coverage for violation of the **building code**.
- c. Non-compliance with the **building code** is considered a **defect** covered by this policy if the non-compliance:
 - i. constitutes an unreasonable health or safety risk; or
 - ii. has resulted in, or is likely to result in, material damage to the **dwelling unit**.

2. Building Envelope Warranty

The coverage for the ten (10) year building envelope warranty is as follows:

- a. In the first ten (10) years, from the **commencement date**, any **defect** that permits unintended water penetration such that:
 - i. it causes material damage to the **dwelling unit**; or
 - ii. it is likely to cause material damage to the **dwelling unit**.

3. Major Structural Warranty

The coverage for the ten (10) year structural defects warranty is as follows:

- a. any **defect** in materials and labour that results in the failure of a **load bearing** part of the **dwelling unit**; and
- b. any **defect** that causes structural damage that materially and adversely affects the use of the **dwelling unit** for residential occupancy.

4. Living Out Accommodation Expenses

The living-out accommodation expenses actually incurred by the **homeowner** at a hotel, motel or other rental accommodation due to repair work that renders the **dwelling unit** uninhabitable.

5. Repair/Replacement of Defects

Any repairs or replacement of **defects** pursuant to this policy shall be covered against **defect** in material and labour until the later of one (1) year from the date of completion of the repair or replacement or to the **expiry date** of the applicable policy coverage.

EXCLUSIONS - PERILS

This warranty does not cover:

1. **Water penetration** or damage caused by:
 - a. breakage of or leakage from plumbing lines or systems;
 - b. fire sprinkler systems;
 - c. irrigation systems;
 - d. broken windows.
2. Weathering, normal wear and tear, deterioration or deflection consistent with normal industry standards.
3. Normal shrinkage of materials caused by drying after construction.
4. Loss or damage arising from the **dwelling unit** being used primarily or substantially for non- residential purposes.
5. Loss or damage that is caused or made worse by a **homeowner** or third party, including:
 - a. negligent or improper maintenance or operation by anyone other than the **vendor/developer/general contractor** or its employees, agents or subcontractors;
 - b. failure of anyone, other than the **vendor/developer/general contractor** or subcontractor, to comply with the warranty requirements of the manufacturers of appliances, equipment or fixtures;
 - c. unreasonable refusal by the **purchaser/homeowner** to permit the **Insurer** or **vendor/developer/general contractor** access to the **dwelling unit** to:
 - i. monitor the **dwelling unit** or its components;
 - ii. inspect for required maintenance;
 - iii. investigate complaints or claims; or
 - iv. undertake repairs under this policy.
 - d. alterations to the **new dwelling unit**, including the conversion of non-living space into living space or the conversion of a **dwelling unit** into two or more units, by anyone other than the **vendor/developer/general contractor**, or its employees, agents or subcontractors while undertaking their obligations under the sales contract;
 - e. any defect in, caused by, materials or work supplied by anyone other than the **vendor/developer/general contractor**, or its employees, agents or subcontractors;
 - f. changes, alterations or additions made to a **dwelling unit** by anyone after initial occupancy, except those performed by the **vendor/developer/general contractor**, its employees, agents or subcontractors;
 - g. changes to the grading of ground by anyone other than **vendor/developer/general contractor** or subcontractors.
6. Failure of the **homeowner** to take timely action to prevent or minimize loss or damage, including the failure to give prompt notice to the **Insurer** of a **defect** or discovered or potential **defect** or loss.
7. Insects, rodents or other animals, unless the damage results from non-compliance with the **building code** by the **vendor/developer/general contractor** or its employees, agents or subcontractors.
8. Accidental loss or damage from acts of nature including, but not limited to, fire, explosions, smoke, water escape, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, earthquake, avalanche, landslide and changes in the level of the underground water table which are not foreseeable by the **vendor/developer/general contractor**.

9. Bodily injury.
10. Subsidence of the land around the **dwelling unit** or along utility lines, other than beneath building footings.
11. Diminution in the value of property.
12. A) the actual, alleged or threatened discharge dispersal, seepage, migration, release or escape of **pollutants**, including, without limitation, any liability arising from uninhabitability or health risk attributable to **pollutants**, contaminants or irritants (including, without limitation, the presence or consequence of radon gas or formaldehyde) or attributable to the presence of or proximity to hazardous or toxic materials;
B) any government direction or request to test for, monitor, clean up, remove, contain, treat, detoxify or neutralize **pollutants**.
13. Abnormal loading on floors, that exceeds design loads.
14. Loss or damage to building components and products where:
 - a. The component or product has a manufacturer's warranty; and
 - b. the manufacturer's warranty has been transferred to the **homeowner** (automatically or through necessary action by the **vendor/developer** or **homeowner**); and
 - c. the provisions, terms and conditions applying to the manufacturer's warranty (ie: maintenance requirements) have been provided to the **homeowner** in order to understand the warranty and undertake any action as in required by the warranty;
 - d. the **homeowner** fails to comply with the provisions, terms and conditions applying to the manufacturer's warranty.
15. Implied or expressed warranties or representations made by a **vendor/developer/general contractor** to a **purchaser/homeowner** except as set out in this policy.

EXCLUSIONS - PROPERTY

This warranty does not cover:

1. Materials labour or design supplied by the **purchaser/homeowner**.
2. Loss or damage to personal property of the **homeowner** or occupant, if **dwelling unit** is rented to others by the **homeowner**.
3. Loss or damage to real property or personal property that is not part of the **dwelling unit**.
4. Any materials and/or workmanship furnished or installed or caused to be installed by the **vendor/developer/general contractor** or its subcontractors which is not defective, even though such material or workmanship does not comply with the specifications in a sales agreement or contract.
5. Landscaping (hard and soft) including plants, fencing, detached patios, planters, gazebos, and similar structures.
6. Non-residential structures, including detached recreation facilities, sheds, detached garages or carports, or outbuildings or any structure or construction not attached to or forming an integral part of a building or **dwelling unit**.
7. Any commercial use area and any construction associated with a commercial usage.
8. Roads, curbs and lanes.
9. Any construction or component not situated on private property.
10. Site grading and surface drainage, except as required by the **building code**.
11. The operation of municipal services, including sanitary and storm sewer.

12. Septic tanks or fields.
13. The quality or quantity of water, either from a piped municipal water supply or from a well.
14. A water well, except that the equipment installed for the operation of a water well used exclusively for a home is considered to be part of the plumbing system for that **dwelling unit**.

These exclusions do not include:

1. **Driveways** or **walkways**;
2. Recreational facilities situated in or included as the common property of a **dwelling unit**.
3. A parking structure situated in a **multi-unit building**.
4. Retaining walls required by the authority having jurisdiction to be engineered or is reasonably required for the direct support of, or retaining soil away from a **dwelling unit, driveway** or **walkway**.

MEDIATION

1. If a dispute between the **Insurer** and a **homeowner** arising under this policy cannot be resolved by informal negotiation within a reasonable time, the **homeowner** may, at the **homeowner's** sole election, require that the dispute be referred to mediation by delivering to the **Insurer** a written request to **mediate**.
2. If the **homeowner** delivers a request to mediate under subsection (1), the **Insurer** and the **homeowner** must attend a **mediation session** in relation to the dispute.
3. In addition to the requirements of subsection (2), the **Insurer** or a **homeowner** may invite to participate in the **mediation** any other party to the dispute who may be liable.
4. Within twenty-one (21) days after the **homeowner** has delivered a request to mediate under subsection (1), the parties must, directly or with the assistance of an independent, neutral person or organization, jointly appoint a mutually acceptable **mediator**.
5. If the parties do not jointly appoint a mutually acceptable **mediator** within the time required by subsection (4), the **homeowner** may apply to a **roster organization** which must appoint a **mediator** taking into account:
 - a. the need for the **mediator** to be neutral and independent;
 - b. the qualifications of the **mediator**;
 - c. the **mediator's** fees;
 - d. the **mediator's** availability;
 - e. any other consideration likely to result in the selection of an impartial, competent and effective **mediator**.
6. Promptly after a **roster organization** selects the **mediator** under subsection (5), the **roster organization** must notify the parties in writing of that selection.
7. The **mediator** selected by a **roster organization** is deemed to be appointed by the parties effective the date of the notice sent under subsection (6).
8. The date, time and place of the first **mediation session** must be scheduled by the **mediator**, and the first **mediation session** must occur within twenty-one (21) days of the appointment of the **mediator**.
9. Despite subsection (2), a party may attend a **mediation session** by representative if:
 - a. the party is under legal disability and the representative is that party's guardian ad litem;
 - b. the party is not an individual; or
 - c. the party is a resident of a jurisdiction other than British Columbia and will not be in British Columbia at the time of the **mediation session**.
10. A representative who attends a **mediation session** in the place of a party referred to in subsection (9):

- a. must be familiar with all relevant facts on which the party, on whose behalf the representative attends, intends to rely, and
 - b. must have full authority to settle, or have immediate access to a person who has full authority to settle, on behalf of the party on whose behalf the representative attends.
11. A party or representative who attends the **mediation session** may be accompanied by counsel.
12. Any other person may attend a **mediation session** if that attendance is with the consent of all parties or their representatives.
13. At least seven (7) days before the first **mediation session** is to be held, each party must deliver to the **mediator** a statement briefly setting out:
- a. the facts on which the party intends to rely, and
 - b. the matters in dispute.
14. Promptly after receipt of all of the statements required to be delivered under subsection (13), the **mediator** must send each party's statement to each of the other parties.
15. Before the first **mediation session**, the parties must enter into a retainer with the **mediator** which must:
- a. disclose the cost of the **mediation** service, and
 - b. provide that the cost of the **mediation** will be paid:
 - i. equally by the parties, or
 - ii. on any other specified basis agreed by the parties.
16. The **mediator** may conduct the **mediation** in any manner he or she considers appropriate to assist the parties to reach a resolution that is timely, fair and cost-effective.
17. A person must not disclose, or be compelled to disclose, in any proceeding oral or written information acquired or an opinion formed, including, without limitation, any offer or admission made in anticipation of or during a **mediation session**.
18. Nothing in subsection (17) precludes a party from introducing into evidence in a proceeding any information or records produced in the course of the **mediation** that are otherwise producible or compellable in those proceedings.
19. A **mediation session** is concluded when:
- a. all issues are resolved;
 - b. the **mediator** determines that the process will not be productive and so advises the parties or their representatives; or
 - c. the **mediation** session is completed and there is no agreement to continue.
20. If the **mediation** resolves some but not all issues, then at the request of all parties the **mediator** may complete a report setting out any agreements that the parties to the **mediation** have made as a result of the **mediation**, including, without limitation, any agreements made by the parties on any of the following:
- a. facts;
 - b. issues;
 - c. future procedural steps.

DEFINITIONS

1. Building Code

- a. the British Columbia building code established under the *Municipal Act*; or
- b. the Vancouver building bylaw established under the *Vancouver Charter*.

In force at the time that the building permit was issued for the new home or, in jurisdictions where a building permit is not required, in force when construction commences.

2. Commencement Date

a. Fee Simple Homes:

The commencement date for this insurance coverage of a **dwelling unit** held in fee simple is as follows:

- i. for a dwelling unit constructed by a **vendor/developer/general contractor** on land owned by owner, the commencement date is the earliest of:
 1. the date of actual occupancy of the **dwelling unit**;
 2. the granting of an occupancy permit or similar right to occupy by the authority having jurisdiction; and
 3. the date that the **dwelling unit** is completed and ready for occupancy.
- ii. for a **dwelling unit** constructed by a **vendor/developer/general contractor** on land not owned by the **homeowner**, the commencement date is the earlier of:
 1. the actual date of occupancy of the **dwelling unit**;
 2. the transfer of the legal title of the **dwelling unit** to the owner.

For the purposes of subsection (a)(i), in a jurisdiction where occupancy permits are not issued, a **dwelling unit** is deemed to have reached the stage of occupancy when it:

- i. is completed as that terms is defined by the *builders' lien act*; and
- ii. is capable of being occupied.

b. Strata Dwelling Units:

The commencement date for this insurance coverage on a **dwelling unit** comprising the strata lot is the earlier of:

- i. the actual occupancy of the **dwelling unit**; and
- ii. the transfer of legal title to the strata lot.

c. Special Cases:

- i. If an unsold **dwelling unit** owned by a **vendor/developer/general contractor** is occupied as a rental unit, this policy commencement date is the date that the **dwelling unit** is first occupied;
- ii. If the **vendor/developer/general contractor** subsequently offers to sell a **dwelling unit** that is rented, the **vendor/developer/general contractor** must disclose, in writing, to each prospective purchaser, the date on which this policy expires;
- iii. For **multi-unit buildings** not in a strata plan, the commencement date of this policy is concurrent with the date of first occupancy of a **dwelling unit** in the **multi-unit building**.

3. Defect

Subject to the exclusions, conditions and terms of the policy and occurring and reporting during the prescribed periods of insurance and within the limits of liability any construction, including labour and material, that is contrary to the **building code** or that requires repair or replacement due to the negligence of a **vendor/developer/general contractor** or person for whom the **vendor/developer/general contractor** is responsible at law.

4. Driveway

A surface intended and constructed primarily to be used for vehicular access to or from a **dwelling unit**.

5. Duly Authorized Representative

Any representative authorized by the **insurer** to undertake work or perform functions on its behalf.

6. Dwelling Unit

A home, which is a building, or a portion of a building, that is newly constructed and intended for residential occupancy :

- a. that is a single, self-contained residence that usually contains cooking, eating, living, sleeping and sanitary facilities;
- b. that may contain a secondary suite if permitted by local bylaws.

The following homes are also included within this definition:

- a. conversion of non-residential space to "for sale" residential units;
- b. live/work units; and
- c. equity co-operatives

The following homes are not included within this definition:

- a. floating homes;
- b. seasonal dwellings;
- c. manufactured homes; and
- d. hotels, dormitories, institutional buildings, care facilities

7. Expiry Date

The dates referenced on the declaration page and **Insuring Agreement** section of this policy, after which coverage terminates.

8. General Contractor

A residential builder that is engaged under contract by an owner, **developer** or **vendor** to perform or cause to be performed all or substantially all of the construction of a new home and includes a construction manager and project manager. The **general contractor** may also serve as the person or other legal entity that obtains the building permit. The **general contractor** may also serve as the person or other legal entity that obtains warranty and sells the **dwelling unit** to the **purchaser/homeowner**.

9. Insurer

The company or companies noted on the declarations page of the policy that have agreed to provide the coverage set forth in the policy.

10. Insuring Agreements

The general coverages provided by the policy as set forth in the **Insuring Agreements** section of the policy.

11. Living Out Accommodation Expenses

The actually incurred accommodation expenses by the **purchaser/homeowner** at a hotel, motel or other rental accommodation.

12. Load Bearing

Subjected to or designed to carry loads in addition to its own dead load, but does not include a wall element subjected only to wind or earthquake loads in addition to its own dead loads.

13. Mediation

A collaborative process in which two (2) or more parties meet and attempt, with the assistance of a **mediator**, to resolve issues in dispute between them.

14. Mediation Session

A meeting between two (2) or more parties to a dispute during which they are engaged in **mediation**.

15. Mediator

A neutral and impartial facilitator with no decision making power who assists parties in negotiating a mutually acceptable settlement of issues in dispute between them.

16. Multi-Unit Building

A building containing two (2) or more **dwelling units** together with associated common property, if any.

17. Pollutants

Any solid liquid, gaseous or thermal irritant or contaminant, including petroleum products, radon gas, smoke, vapour, soot, fumes, acids, alkalids, chemicals and waste; waste shall include , without limitation , materials to be recycled, reconditioned or reclaimed.

18. Purchaser/Homeowner

The person or persons who purchase the **dwelling unit**:

- a. initially, from the **vendor/developer/general contractor**; or
- b. subsequently, from an existing **homeowner**.

19. Roster Organization

Any body designated by the Attorney General to select **mediators** for the purposes of **mediation**.

20. Secondary Suite

A suite located in and forming part of a **dwelling unit** where the **dwelling unit** remains a single legal title.

21. Subrogation

The lawful substitution of a third party in place of a party having a claim against another party. This means the **insurer** having the right to be substituted for a party it has compensated and sue any party whom the compensated party could have sued.

22. Time Clause

The dates referred to in the declarations are effective 12:01 am, standard time at the address of the **purchaser/homeowner**.

23. Vendor/Developer

The person or other legal entity that obtains the warranty and sells the **dwelling units** to the **purchaser/homeowner**. The **vendor/developer** may also obtain the building permit and construct the **dwelling unit** in fashion similar to that of a **general contractor**. The **vendor/developer** does not include land developers who may be involved in assembling land and selling the land to a **vendor/developer**.

24. Walkway

A surface intended and constructed primarily to be used as a pedestrian access to or from a **dwelling unit** and may include stairs.

25. Water Penetration

A **defect** in the building envelope of a **dwelling unit** which permits unintended water penetration into the **dwelling unit** such that it causes or is likely to cause material damage to the **dwelling unit**.

CONDITIONS

1. Notice to Warranty Provider

The **homeowner** of a **dwelling unit** has a duty to mitigate loss or damage, including damage caused by **defects** (including water penetration) if the **defect** requires immediate attention. This duty is satisfied by providing the **insurer** or its **duly authorized representative** timely notice in writing of detection of loss or damage. The duty to mitigate survives even if:

- a. the **dwelling unit** is unoccupied;
- b. the **dwelling unit** is occupied by other than the owner;
- c. the **defect** (including **water penetration**) does not appear to be causing damage;
- d. the **homeowner** advises the strata corporation (if the **dwelling unit** is in a **multi-unit project**).

The extent that loss or damage to a **dwelling unit** is caused or exacerbated by the failure of a **homeowner** to take reasonable steps to mitigate, such damage is excluded from coverage.

2. Warranty Program Response – Responding Party

The **purchaser/homeowner** will provide written notice to the **insurer** involving detection of loss or damage. Contact for initial service items should be with the customer service department of the **vendor/developer/general contractor** if the **vendor/developer/general contractor** has such a department. The **purchaser/homeowner** has the option to contact the **insurer** directly, if preferred. This option is particularly appropriate when:

- a. there is a difference in language used by the **purchaser/homeowner**;
- b. the relationship between **vendor/developer/general contractor** and **purchaser/homeowner** has soured;
- c. the **vendor/developer/general contractor** cannot be located;
- d. the **vendor/developer/general contractor** has not responded in a reasonable timely fashion to a claim;
- e. the **vendor/developer/general contractor** does not have a customer service department;
- f. there is a dispute between the **vendor/developer/general contractor** and the **purchaser/homeowner** as to coverage or claim validity;
- g. the warranty term is drawing to a close;
- h. the **dwelling unit** involved is a resale;
- i. the circumstance involves potentially larger claim amounts such as **water penetration** or **structural damage**.

3. Warranty Program – Response Process

The **Insurer** or **vendor/developer/general contractor** shall, upon receipt of notice, promptly make reasonable attempts to contact the **purchaser/homeowner** to arrange for investigation of the claim. The **Insurer** or **vendor/developer/general contractor** shall make all reasonable efforts to avoid delays in responding to a claim, evaluating a claim and scheduling any repairs. Such repairs shall be undertaken in a timely manner, with reasonable consideration for weather, availability of materials and scheduling of crews.

The **purchaser/homeowner** must cooperate in every reasonable effort to investigate the claim including, without limitation granting the right of reasonable access to the **dwelling unit** to monitor, investigate or correct **defects** or to monitor or investigate the **dwelling unit** or its components, including but not limited to required maintenance.

Where, following evaluation of a claim, it is determined that the claim is not valid and will be disallowed, the **Insurer** shall notify the **purchaser/homeowner** of the decision, in writing, setting out the reasons for the decision. Such notice will also set out the process whereby an owner can appeal such a decision under the third-party dispute resolution process (refer to the **dispute resolution** section).

4. Repairs

All repairs or replacements made under this policy shall be completed in a reasonable manner using materials and labour conforming to the **building code** and industry standards.

5. Notice of Claim Prior To Expiry – Vendor/Developer/General Contractor

Prior to the **expiry date**, a **purchaser/homeowner** shall give the **insurer** or **vendor/developer/general contractor** written notice of any specific building **defects** claimed under this policy. Notice to the **insurer**, setting out the building address and policy number, shall be deemed to satisfy the notice requirement to the **vendor/developer/general contractor**.

6. Notice of Claim Prior To Expiry - Insurer

If the **vendor/developer/general contractor** fails to adequately undertake repairs in a reasonable and timely fashion or repairs cannot reasonably be expected to be completed prior to the **expiry date** of the policy, the **purchaser/homeowner** can protect the claim by providing written notice to the **Insurer** within 60 days after the **expiry date** of the policy. The **insurer** is entitled to require that such notice include:

- a. the policy number;
- b. a copy of the notice to the **vendor/developer/general contractor**;
- c. a copy of other correspondence between the **purchaser/homeowner** and the **vendor/developer/general contractor**.

7. Change of Dwelling Unit Ownership/Transferability

The coverage provided by this policy pertains solely to the **dwelling unit**. No notice of change of ownership to the **Insurer** is necessary. All unused benefits under this policy are automatically transferred to any subsequent **homeowner**. Notice of expiry of this policy shall be sent to the occupant of the home. This policy is enforceable though there is no privity of contract between **purchaser/homeowner** and **vendor/developer/general contractor**.

8. Disclosure of Claims History of Insured Dwelling Unit

The **Insurer** or its **duly authorized representative** will, upon the request of the **homeowner**, provide a statement of claims made applicable to the **dwelling unit**. Such a statement shall include not less than the following information:

- a. type of claim made;
- b. resolution of claim;
- c. type of repair performed;
- d. date of repair;
- e. cost of repair.

9. Subrogation

Where the **Insurer** makes payment or assumes liability for any payment or repair under this policy:

- a. the **Insurer** is **subrogated** to all rights of recovery of the **purchaser/homeowner** against any person or persons who may have caused or contributed to the requirement for the payment or repair under this policy;
- b. the **Insurer** may bring action at its own expense, in the name of the **purchaser/homeowner** or of the **Insurer**, to enforce such rights;

- c. where the **Insurer** has pursued **subrogated** rights, the **purchaser/homeowner** shall fully support and assist the **Insurer** in the pursuit of those rights, if the **Insurer** pursues such rights.

10. Implied/Expressed Warranties or Representations

Implied or expressed warranties or representations made by the **vendor/developer/general contractor** to the **purchaser/homeowner** are not binding upon the **Insurer**, except as set out in legislation or regulation.

11. Delay or Repair Permitted

After the expiry of the workmanship and materials portion of coverage, the **Insurer** may defer **defect** repairs in the building envelope or structure until material loss damage or adverse effect occurs to the building, provided such occurs on or prior to the applicable **expiry date**. Where damage has not occurred at the applicable **expiry date**, but where it is likely that premature damage to the building will result from the **defect**, the **Insurer** shall repair the **defect**.

12. Misrepresentation

This policy will be voidable in the event of material misrepresentation or misdescription by the **purchaser/homeowner**. Such voidability does not transfer to subsequent purchaser/**homeowner**.

13. Fraudulent Acts

If any claim is fraudulent, or if fraudulent means or devices are used by the **purchaser/homeowner** or any person acting on behalf of and with the consent or knowledge of the **purchaser/homeowner**, in order to gain benefit under this policy or if any damage be occasioned by the willful act of or with the connivance of the **purchaser/homeowner**, all benefits under this policy to the **purchaser/homeowner** will be forfeited.

The Product



Mandalay is more than just a place to live; it's a sanctuary of unparalleled splendor, beauty and sophistication. A place that reflects your highly refined taste. Mandalay's spacious and elegantly appointed homes are graced with beautiful features and accentuated with distinctive touches throughout. From meticulously designed and crafted interiors to a state-of-the-art clubhouse that's ideally situated in the middle of an extraordinary courtyard, no detail has been spared and no extravagance has been compromised. As for the location, it is the magnificent enclave of homes and the natural surrounding that makes this a very special place. A place that has all the elements to enrich the lives of all those who make Mandalay their home.

The Developer reserves the right to make modifications or substitutions should they be necessary to maintain the high standards of the development. E.&OE.

The Process

Long before you moved into your home at Mandalay, the construction process involving numerous craftsmen and hundreds of different materials was underway. We believe that the homeowner should be aware of some of the interesting processes that went into each home.

Variations

Products used during the construction process may change due to circumstances beyond the Developer's control. For example, variations in products may occur as a result of supplier/assembly line changes, industry changes, and procurement changes. In all instances, as required by your purchase agreement, any substitution of method or product shall be of equal or better quality than the original specification. These changes may lead to variations within the same type of unit.

Variations within the same type of unit will also occur if the purchaser elected to pay for an upgrade option.

Quality Assurance Program

The Developer has installed its own procedures to ensure the highest possible caliber of homes. The Developer's "Quality Assurance Program" places company representatives on-site during the construction process to review every stage and report on any deficiencies they may find. This program allows problems to be caught before they are passed over by the next step in construction. The "Quality Assurance Program" makes every attempt to certify your home is defect free before you take possession.

Delivery Date

The delivery date for your home (the date the unit is first transferred from the Developer to the homeowner) begins as an estimate. Until components are completed and the structure is enclosed, this delivery date can be dramatically affected by weather conditions and the availability of labour and materials. Even after the home itself is past weather-related delay potential, the installation of utility services, final grading, concrete flatwork, etc. can still affect the delivery date. City occupancy permits are acquired once these elements are complete. Please understand that the trades are as eager as you to get caught up and deliver your home on time.

***** Depending on availability of labour and materials, weather conditions, site conditions and the construction process, some homes may not be completed by their scheduled delivery dates *****

Important Information

Congratulations on your new residence! This section of your Manual explains and refers to important information regarding your new home. Please take the time to read and understand the information collected herein.

The “Emergency Procedures” Tab

This section of the Manual outlines:

- who to contact in the event of an emergency; and
- procedures to follow in the event of an emergency.

The “Contact Information”, and “Finish Specification” Tabs

The Mandalay “Contact Information” and “Finish Specifications” tabs contain particulars on your new home. If you are ever in need of an original paint colour, the contact information of a certain sub-trade, or the model number on your appliance, these are the sections you would find them in.

Please refer to these sections before contacting the Developer or property manager for information.

The “Warranty Service” and “Forms” Tab

Please refer to the “Warranty Service” section of this Manual for particulars concerning warranty service procedures. Please note that requests for service will only be honored if the “Service Request Form” is sent in by either e-mail, fax or registered mail. You can find a copy of the “Service Request Form” behind the “Forms” tab.

Maintenance – Protecting Your Investment

As with an automobile, your new home requires attention and maintenance from the first day of your possession. For your convenience, we have assembled a “Home Components” section in this Manual, which describes routine maintenance procedures for your home’s many components. This section also provides information on home component warranties.

Utility Service Account Responsibility

*** Homeowners are responsible for utility costs from the date of possession (the day after ownership is transferred from the Developer to the homeowner).*

Your utility service account (electrical, natural gas) must be set up before your date of closing. This is extremely important as your electrical and natural gas service will be discontinued if you do not transfer the account into your name. In addition, a penalty fee of \$50 plus outstanding bills from the date of closing will apply.

ELECTRICAL SERVICE: Your electrical service is provided by BC hydro. You can activate an account by either calling BC hydro customer accounts division at 604 224-9376, or by filling out and forwarding a BC hydro transfer form. A BC hydro transfer form is included in the appended sleeve at the end of the Manual. If you have never had a BC hydro utility account, you will need to supply some personal information and a reference from a friend or family.

NATURAL GAS, where applicable: The cost of natural gas is included in your monthly strata fees. *If you smell gas at any time, please call the emergency line at 1-800-663-9911. This number should be recorded where it can be easily accessed in case of an emergency.*

TELEPHONE and INTERNET: Telus requires lead-time to book your phone and internet connections. The phone number for connection is 604 310-2255.

CABLE SERVICE: Contact Telus at 604-310-2255 on weekdays for cablevision service. Be aware that Telus requires lead-time for appointments; as such, it is best to call before you take possession of your home. For information on Telus' services, please review the Telus information sheet that was included in your Welcome Package.

NEWSPAPER DELIVERY: The Vancouver Sun and Vancouver Province have access to Mandalay for delivery. For subscription or any other inquiry, please call 604 605-2111, or use the web @ www.vancouversun.com.

Access and Security

When you received your Welcome Package, you were handed 2 suites keys and 2 radio frequency remotes ("RF remote(s)"). The RF remotes will open your parkade gates, and any door where there is a card reader. For example, you must use your RF remote to access the floor to your suite, the amenity areas and the underground parkade. The only floor that will not require a RF remote is the ground floor. The ground floor is always accessible from the elevator, and therefore your visitors do not need to be walked out of the building when they leave.

Each time you use your RF remote to access the building, your transaction will be monitored via a computer. If you lose an RF, please report it **immediately** to your resident/building manager; the manager will delete it from the system, thereby maintaining the security of the building.

Visitor Intercom System

A Mircom visitor intercom has been installed at the main lobby entry. Owners may prescreen visitors by television channels **116 analog** or **399 digital**. The intercom system operates with a landline or cell phone. **An active telephone line is required.** Your guest simply dials your code or selects your name by scrolling through the electronic directory on the lobby panel. Please note random codes, which do not identify your apartment, have been chosen for security reasons. Once the code/name is dialed, your telephone will ring. When you answer, you will be communicating with your guest. To unlock the main door, hit the digit "**9**" on your telephone. To refuse entry, simply hang up. When you unlock the door, the elevator cabs will be released to allow the visitor to get to your floor. The visitor has approximately **two minutes** to reach the elevator, and enter their floor destination.

If you have "call waiting" feature on your phone, and are engaged in a telephone conversation when a guest dials your code, a distinct tone will be heard. Flash the hook switch to answer the call. This action will automatically put your outside line "on hold". While on line, you can open the door by hitting the digit "**9**", or flash the hook switch to refuse entry. Both actions will automatically reconnect you to the previous "on hold" caller to continue your conversation.

For guests requiring visitor parking, a visitor intercom system has been installed at the parking ramp. Simply instruct your guest to proceed to the parkade ramp, and select your name or code at the electronic directory. You can open the parkade door by hitting the digit "**9**" on your phone. Once your guest is parked, they should proceed to the P1 elevator lobby door. Again, your guest

will select your name or code at the electronic directory. Once you hit “9”, your guest will be permitted into the P1 elevator lobby. From there, your guest will have **two minutes** to enter the elevator and proceed to your floor.

Camera System

Five pinhole and eight dome security cameras have been installed on the site. The pinhole cameras have been installed in the intercom panels. The eight dome security camera have been installed at the following locations:

Building A

Main lobby pointing at the front doors
Ground level elevator lobby pointing at elevators
Inside parkade gate pointing at the gate

Building B

Main lobby pointing at the front doors
Ground level elevator lobby pointing at the elevators

Amenity Room

Camera in the lobby pointing at the main entry doors
Games room
Gym

Owners can view security camera information on channel **116 analog, or 399 digital**. A DVR will record all information on the security cameras. When the DVR is full (160 giga bites or approximately 3 weeks of information), it will record over the most dated information.

Alarm Pre-Wiring

At the time your contract was executed, the sales staff gave you an opportunity to purchase an optional alarm system with keypad control. *If you chose this upgrade, please remember the alarm system is it is not monitored.* To activate monitoring, you need to contact a monitoring company. The cost of monitoring shall be borne by the owner. If you chose not to opt for the security upgrade package, you may now, at your own cost, hire a security provider to both install and monitor the security system. Please note Nexgen Technologies Inc. supplied an installation/monitoring quotation – we have included it in your Welcome Package.

Garbage Pickup

As of the date this Manual was printed, your garbage/recycling contract had yet to be negotiated. Please look for signs posted in the common areas for details regarding garbage collection. Alternatively, you may contact the Mandalay strata manager for more information (Crosby Property Management: 604-683-8900).

Water Shutoffs

As soon as possible, please re-familiarize yourself with the location of the water shutoff valves in your home. These were pointed out to you during your initial orientation. Shut offs are usually located in the storage rooms of your suite (concealed behind the removable panels), below the sinks, behind the toilet, and/or in the laundry closets. Should you notice a plumbing leak, turn the

xwater off at these shutoffs, and immediately contact your property manager or our Customer Service Department. Refer to the “Emergency Procedures” tab for contact information.

Please note: Extra caution must be exercised when using the pot filler. Please refer to the “Home Components” section of this Manual for information regarding pot filler shut off locations.

Main Bathroom Fan

As required by the British Columbia Building Code (BCBC), principal exhaust fans, such as those in the main bathrooms, must be on for a minimum of 8 hours per day. This requirement can be increased, but it will never be decreased. To comply with this requirement, your main bathroom fan has been set to run between 9 am and 5 pm daily.

Please be aware that tampering with the fan timer operation (and not meeting the minimum requirements) will void your entire home warranty.

Dryer Booster Fan

A booster fan has been installed to work in concert with the dryer. This fan will engage when the dryer is on to assist in moving condensation out of the building. A disconnect switch for the booster fan has been installed in the laundry closet beside/adjacent the dryer - please note this switch has been set in the “on position”.

Please be aware that tampering with the disconnect switch, by turning it to the off position, will void your entire home warranty. This switch should be used for service reasons only.

Heating

Heating in all homes is provided via electric baseboard heaters. Each heater is assigned its own thermostat, which is located in the same room as the heater. Generally, if the temperature in the home falls below the programmed setting, the heat will turn on. Conversely, if the temperature in the home exceeds the programmed setting, the heat will turn off.

The electric panel provides shutoff breakers for (among other things) the electric baseboard heaters. The electric panel is normally located in either to 2nd or master bedroom, behind the bedroom door. Please take the time to note its location.

Fireplace

All of the homes are equipped with an electric fireplace. Each fireplace is assigned two fireplace switches and one thermostat. The fireplace switches are located on the bottom right hand corner of the fireplace. The fireplace switches must be turned to the “on” position for the fireplace to work.

The thermostat is located in the same room as the fireplace. The thermostat: a) turns the fireplace heater on; and b) sets the fireplace fan temperature. Please note that the fireplace fan will only turn on if the thermostat is set above the current room temperature. The fireplace fan will continue to run until the desired temperature is reached.

The electric panel provides shutoff breakers for (among other things) the fireplace. The electric panel is normally located in either the 2nd or masterbedroom, behind the bedroom door. Please take the time to note its location.

Manufacturer's Literature

The products installed in your home come with manufacturer's "Use and Care Guides" and "Warranties" – please take the time to read them. These guides and warranties were provided to you on your possession date. The information contained in the manufacturer's literature will **not** be repeated here.

We make every effort to keep the information in this Manual current. If any detail in our Manual conflicts with the manufacturer's recommendations, follow the manufacturer's recommendations.

Activate specific manufacturer's warranties by completing and mailing in registration cards (which should be located in the manufacturer's literature). In some cases, manufacturer's warranties may extend beyond the first year; therefore, it is in your best interest to know about such coverages.

Warranty Service

Warranty Description

The Developer has constructed your home with carefully selected materials and the effort of experienced craftsmen. Although this group works from detailed plans and specifications, no two homes are built exactly alike. Each home is unique; in fact, a home is one of the last hand-built products left in the world.

Each home requires care administered by the homeowner from the very first day. Regular maintenance is essential to maintaining a quality home for a lifetime. **Neglecting routine maintenance can not only erode home value, it can also affect the overall desirability of the community. Most importantly, it can void warranty coverage on all or part of your home!**

The Developer is a licensed builder registered with the Homeowner Protection Office. Our licensed builder's warranty is backed by third party insurance, as per the BC Homeowner Protection Act. Willis is the third party insurance provider at Mandalay.

The Developer, in conjunction with Willis, has arranged for one of the most comprehensive warranties in the industry. The following table describes the timelines and lengths of the "2/10/10" coverage:

<u>Warranty length</u>	<u>Coverage description (please consult the Willis home warranty policy for more details)</u>
12 months	Coverage for any defect in materials and/or labour
15 months	Coverage for any defects in materials and labour in the common property of a multi-unit building **
24 months	Coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems. In addition, coverage for any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the dwelling unit.
10 year	Building envelope warranty
10 year	Structural defects warranty

** Common property is considered all the areas outside of your home bounded by your strata lot. For the purpose of this warranty, limited common property (areas outside of the outer walls exclusively for your strata lot's use) is also included under the coverage.

Should a dispute arise between the homeowner and the Developer regarding a warrantable construction item, both this Manual and the Willis home warranty will serve as the standard to settle such disputes.

Deficiency and Warranty Repairs

The terms of this section apply only to the initial sale between the first homeowner and the Developer ("initial sale"). There will only be one initial orientation. If a unit is re-sold, there will not be another orientation. However, the subsequent purchaser may be entitled to the unexpired portion of the "2/10/10" warranty.

Initial Orientation

Inspection Period: *Approx. 1-8 weeks prior to the initial sale closing date*
Deficiency Completion Period: *Approx. 90 working days following the initial sale closing date.*

The Customer Service Department will contact the homeowner to set up an initial orientation appointment to view the purchaser's new home. The target appointment date is approximately 1-8 weeks prior to the initial sale closing date. During the inspection, a customer service representative will:

- a. Introduce the homeowner to the various components of his/her new home (for example, water and gas shut off locations etc); and
- b. Make a deficiency list of any outstanding construction deficiencies.

The Developer will endeavor to complete any outstanding deficiencies within a 90 day working period following the homeowner's initial sale closing date. Please note if the homeowner sells the unit after the orientation, but before the initial sale closing date, he/she must inform the subsequent purchaser that the orientation has been conducted, and that only those deficiencies found during the initial orientation will be remedied within the above noted deficiency completion period.

Year End Corrective Period

Inspection Period: *No earlier than 12 months from warranty commencement date*
Warranty Completion Period: *Approx. 90 working days following the expiry of the Year End Corrective Period*

One full year less one day after the initial sale closing date, the homeowner has a second opportunity to report construction defects (**please see note #10 below, under "Corrective Period Rules and Regulations"**). This is the best time to report defects such as cracking drywall and other cosmetic deficiencies due to shrinking and settling. To facilitate repairs, please complete and forward the "Service Request Form" found at the back of this Manual under the tab "Forms". Warrantable service requests will be entered into our database and dealt with in a timely manner. The Developer will use its best efforts to complete warranty repairs within a 90 working day period (following the expiry of the Year End Corrective Period).

Corrective Period Rules and Regulations

1. Requests for either emergency or non-emergency warranty service will only be honored if same is in writing. Homeowners must record **all** warrantable requests on the "Service Request Form" found at the end of this Manual (under the tab "Forms"). The homeowner must then either e-mail, mail or fax the form to the Developer using the e-mail/address/fax information noted on the form. If the homeowner mails the "Service Request Form", he/she must do so by registered mail. **We will not accept either emergency or non-emergency service requests that contravene this procedure.**
2. The Developer, in its sole discretion, will determine whether or not a service request is warrantable.
3. The Developer will determine whether or not a call is an emergency. Emergencies may include:
 - Plumbing and/or gas leaks; or
 - A total loss of heat, electricity or water.

Before requesting emergency service, please refer to the "Table of Contents" section of this Manual for electrical and plumbing troubleshooting tips.

Note: the Developer will not reimburse homeowners for warrantable emergency corrective actions that contravene the "Emergency Procedures" section of this Manual (please refer to the table of contents for the "Emergency Procedures" page number).

4. Maintenance duties such as sink plug cleanings and burnt out light bulbs will **not** be attended to, as this maintenance is **normal wear and tear** and the responsibility of the homeowner.
5. If the Developer is called to a suite to repair a plumbing clog that has been caused by a homeowner, the Developer will bill the homeowner for same.
6. For appliance repair, please contact the appliance service company directly. Please refer to the "Contact Information" tab for the appliance service phone number.
7. The Developer will only repair some warrantable items once during the term of the warranty (please refer to the "Home Components" section of this Manual for details regarding warranty guidelines). For example, the Developer will come once, within the applicable warranty period, to remedy reported cracks in either the drywall or the ceiling. The homeowner will be responsible for remedying subsequent cracks, at the homeowner's cost.
8. The homeowner must be present when the Developer is responding to either emergency or non-emergency warrantable claims. Please ensure that you schedule your service appointments so that you can remain at home until the repairs are completed.
9. Tampering with the automatic bathroom fan **will void** your entire home warranty. Tampering with your booster fan switch, by setting it to the "off" position, **will void** your entire home warranty.

10. The Developer must receive written request for warranty service on or before the day the applicable warranty expires. As previously stated, the written request must either be e-mailed, mailed or faxed to the Developer using the e-mail/address/fax information noted on the form (see the tab "Forms" for the Developer's e-mail/mail/fax information). If the homeowner mails the "Service Request Form", he/she must do so by registered mail. The Developer will begin inspecting non-emergency "Year End Corrective Period" warrantable items/"2nd Year End Corrective Period" warrantable requests after the applicable warranty period has expired. **If the homeowner does not deliver his/her written request to the Developer on or before the day the applicable warranty period expires, then that warranty will be deemed expired.**

2nd Year End Corrective Period

Inspection Period:	<i>No earlier than 24 months from warranty commencement date</i>
Warranty Completion Period:	<i>Approx. 90 working days following the expiry of the 2nd Year End Corrective Period</i>

This is the final scheduled corrective period in the "2/10/10" warranty. During this period, the homeowner should only report defects in the electrical, plumbing, heating, and ventilation. In addition, any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or damage to the home is also warrantable. To arrange repairs for warrantable items, please fill out and return the "Service Request Form" found at the end of this Manual under the tab "Forms". Either e-mail, mail or fax this form to the Developer using the e-mail/address/fax information indicated on the form. If the homeowner mails the "Service Request Form", he/she must do so by registered mail. The Developer will use its best efforts to complete warranty repairs within a 90 working day period (following the expiry of the 2nd Year End Corrective Period).

Please refer to the "Corrective Period Rules and Regulations" recorded under the "Year End Corrective Period" - they also apply to the "2nd Year End Corrective Period".

Warranty Reporting After 2nd Year End Corrective Period

After the 2nd Year End Corrective Period, the warranty covering materials and labour is complete. For the next 8 years (since 2 years have already passed), the Developer covers warrantable defects in the building envelope deficiencies, and structural integrity of your home. Report any non-emergency building envelope and structural integrity problems to your property management company. We will work directly with the property management to remedy warrantable issues.

Common Property and Limited Common Property

Service and warranty on all issues relating to areas outside of your home are dealt with through the property manager. Our customer relations team will work directly with the property manager to have a warranty defect in the common property solved. Please report any defects you notice to your property management company.

Appliances

Appliances are generally warrantied for a period of one year from the initial sale closing date. Please refer to the individual appliance manuals for specific warranty details. These manuals were included in your Welcome Package.

The manufacturer's service company, Whirlpool Canada, will work directly with the homeowners if any warrantable repairs are needed for their products. In-home service applies to large appliances only. Whirlpool's customer service phone number is **1-800-807-6777**. You must call this number to initiate a service call. During this call, you will be required to provide the model and serial numbers for the defective appliance, as well as the closing date information on your home. Please note that the appliance warranty will be void if, within the warranty period, the owner contacts another appliance company to repair any warrantable items.

Countertop microwaves are a carry-in service, and do not have in-home coverage. If your countertop microwave requires warrantable repairs, please return the appliance to Village Appliances in North Vancouver. The phone number and location of Village Appliances is:

- 604-980-9411; and
- 321 Lonsdale Avenue, North Vancouver, BC.

The Developer is not responsible for repairs to any appliances after the initial sale closing date.

Remember to mail in any registration cards you receive. Being in the manufacturer's records system ensures that the company will contact you in the event of a product recall.

Emergency Procedures

While emergency warranty situations are rare, when they occur, prompt response is essential. You may be able to mitigate or solve plumbing and electrical problems by referring to the troubleshooting tips in the “Home Components” section of this Manual (see table of contents for electrical and plumbing trouble shooting tips). For natural gas and poison control emergencies, please phone the numbers noted on the chart below.

The “Home Components” section of this Manual contains care hints for the maintenance of your home. **Care by you may prevent a problem or emergency. Please note that the home warranty issued by Willis requires the homeowner to mitigate any damage to the home (including damage caused by defects or water penetration as set out in the warranty certificate); failure to do so may prejudice the homeowner’s entitlement to coverage under the warranty.**

An emergency constitutes a:

- total loss of heat when the outside temperature is below 50°f
- total loss of electricity
- total loss of water
- plumbing leak that requires the entire water supply to be shut off
- gas leak

During normal business hours, the homeowner may contact the Developer for any warrantable emergency repairs. Please refer to the “Emergency Contacts” table below for contact numbers. After hours, the homeowner may contact either the local utility companies or our trade contractors (listed in the “Contact Information” section of this Manual) to provide emergency responses to the above noted conditions.

Please note that the Developer will only reimburse the homeowner for after hours emergency costs if the Developer, in its sole discretion, determines that:

1. A warrantable emergency exist;
2. The homeowner did everything and anything necessary to mitigate the damage;
3. The homeowner did not contravene procedures noted in the Manual;
4. The repairs were facilitated by contractors listed under the “Contact Information” tab in this Manual;
5. The emergency occurred during the warranty period; and
6. The emergency is not covered by another insurance policy.

Note: *If a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed.*

Emergency Contacts

	<u>During Business Hours</u> <u>Monday To Friday</u> <u>8:30am To 4:30pm</u>	<u>After Business Hours</u> <u>Weekends & Holidays</u> <u>Weekdays after 4:30pm</u>
Developer	<p><i>Contact:</i> Customer Service & Quality Assurance Department #800 – 925 W. Georgia Street Vancouver, BC V6C 3L2 Tel: (604) 895-0428 Fax: (604) 683-7690 E-Mail: service@cressey.com</p>	<p>Messages may be left @ 604-895-0428. Please note, these messages will not be retrieved until on or after the next business day.</p>
Property Manager	<p>Crosby Property Management <i>Contact:</i> Crosby Property Management Ivan Lee Mandalay Property Manager #600 – 777 Hornby Street Vancouver, B.C. V6Z 1S4 Tel: (604) 683-8900 Fax: (604) 689-4829 Email: ilee@crosbypm.com</p>	<p>Crosby Property Management <i>Contact:</i> Crosby Property Management Ivan Lee Mandalay Property Manager #600 – 777 Hornby St. Vancouver, BC V6Z 1S4 Tel: (604) 683-8900 Tel: (604) 659-2931 Email: ilee@crosbypm .com</p>
Whirlpool Appliances	<p>Contact: Customer Service 1-800-807-6777</p>	
Plumbing	<p>**During the warranty period, please contact the Developer <i>first</i> to report warrantable plumbing concerns. After hours, please contact your Property Manager.</p>	
Electrical	<p>**During the warranty period, please contact the Developer <i>first</i> to report warrantable electrical concerns. After hours, please contact your Property Manager.</p>	
Natural Gas	<p>Available 24 Hours</p>	<p>Emergency Gas Leak Line 1-800-663-9911 Call If You Smell Gas!</p>
Poison Control	<p>Available 24 Hours</p>	<p>Poison Control Line 604 682-5050</p>

Home Components

Please note that all telephone and web numbers noted in this section were accurate and up to date at the time of printing. This Manual was printed in May of 2008. The Developer reserves the right to substitute the products listed below with an equivalent or better specification.

Alarm System

Homeowner Use and Maintenance Guidelines

At the time your contract was executed, you had the option of paying for an alarm system with keypad control. If you chose that upgrade, an alarm system manual has been included in your Welcome Package. If you wish to activate alarm monitoring, you may now, at your own cost, contact a security provider regarding same.

If you chose not to opt for the upgrade, you may now contact a security provider regarding alarm installation and monitoring. Any and all installation/monitoring costs shall be borne by the owner.

Nexgen Technologies installed alarm equipment at the Mandalay – they have also provided a quotation for residential alarm installation and/or monitoring. This quotation has been included in your Welcome Package.

Once an alarm system is installed, please remember to test it on a regular basis – once a month is a good rule of thumb

Warranty Guidelines

If you chose an alarm system upgrade, your alarm will be warrantied for a period of one year. The warranty begins on the sale closing date. Please refer to your security system manual for warranty details. To report any warrantable defects during the warranty period, please contact Nexgen directly at 604-517-8324.

The Developer makes no representation that the alarm system will provide the protection for which it is installed or intended.

Appliances

Homeowner Use and Maintenance Guidelines

For appliance use and warranty information, please refer to the care manuals included in your Welcome Package. Please remember to clean your dryer lint traps after every use. Failure to do so may create a fire hazard and/or poor performance of the dryer.

Initial Orientation and Warranty Guidelines

During your initial orientation, the Developer confirms that all appliances are in acceptable condition. ***The Developer is not responsible for repairs to any appliances after the initial sale closing date.***

Upon closing, the Developer will assign all applicable appliance warranties to you. Appliances are generally warrantied for a period of one year, beginning the closing date when the unit is first sold. Please refer to the individual appliance manuals for specific warranty details. These manuals were included in your Welcome Package.

Whirlpool will send a technician to your home to repair faulty warrantable items. In-home service applies to large appliances only. Whirlpool's customer service phone number is **1-800-807-6777**. You must call this number to initiate a service call. During this call, you will be required to provide the model and serial numbers for the defective appliance, as well as the closing date information on your home. Please note that the appliance warranty will be void if, within the warranty period, the owner contacts another appliance company to repair any warrantable items.

Countertop microwaves are a carry-in service, and do not have in-home coverage. If your countertop microwave requires warrantable repairs, please return the appliance to Village Appliances in North Vancouver. The phone number and location of Village Appliances is:

- 604-980-9411; and
- 321 Lonsdale Avenue, North Vancouver, BC.

Remember to mail in any registration cards you receive. Being in the manufacturer's records system ensures that the company will contact you in the event of a product recall.

Blinds

Homeowner Use and Maintenance Guidelines

For information regarding the care and maintenance of your blinds, please refer to the "Spectrum Window Coverings Ltd. Warranty and Maintenance" letter that was included in your Welcome Package.

Warranty Guidelines

For warranty information, please refer to the "Spectrum Window Coverings Ltd. Warranty and Maintenance" letter that was included in your Welcome Package.

Cabinets

Homeowner Use and Maintenance Guidelines

For information regarding your cabinets, please refer to the following tips:

Grain Differences

Your home contains wood or wood veneer cabinets. Due to the natural variations in wood (and the way wood takes stain), you must expect grain or colour differences between and within the cabinet components.

Hinges

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

Moisture

Cabinet surfaces can become damaged or warped when moisture generating appliances are placed too near the cabinet (such as a crock-pot or kettle). When operating such appliances, place them in a location that is not directly under a cabinet. **Please note: we will not correct damage to cabinets due to heat/moisture generating appliances.**

Initial Orientation and Warranty Guidelines

During the initial orientation, we confirm that all cabinet parts are installed and that their surfaces are in acceptable condition. For warranty information, please refer to the "IDKS Warranty on Kitchen and Vanity Cabinets" letter which was included in your Welcome Package. During the limited warranty period:

Alignment

Doors, drawer fronts, and handles should be level and even.

Operation

Cabinets should operate properly under normal use.

Separations

We will correct gaps between either the cabinets and the ceiling, or the cabinets and walls by caulking same if the gap exceeds 1/8 inch (locations behind appliances are exempted from this repair).

Warping

If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement. Please note: the warranty coverage will not apply to cabinets that warp as a result of heat damage from either a stove, kettle or other heat/moisture generating appliance.

Wood Grain

As previously stated, readily noticeable variations in wood grain and colour are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

Carpet

Homeowner Use and Maintenance Guidelines

For care and maintenance information, please refer to the "Carpet Warranty and Care Information" letter that was included in your Welcome Package. For additional care information, please review the following:

Burns

Take care of any kind of burn immediately. First snip off the darkened fibers, then use a soapless cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

Cleaning

You can add years to the life of your carpet with regular care. Carpets wear out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

Have your carpet professionally cleaned regularly, usually after 18 months in your home and then once a year after that.

Crushing

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

Fading

Science has yet to develop a colour that will not fade with time. All carpets will slowly lose some colour due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

Filtration

If interior doors are kept closed while fans are operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.

Fuzzing

In loop carpets, fibers may break. Simply clip the excess fibers. If fuzzing continues, call a professional.

Pilling

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

Rippling

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpeting using a power stretcher, not a knee-kicker.

Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible.

Shading

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker or lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

Shedding

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

Snags

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

Sprouting

Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process.

Stains

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include, but are not limited to, hair dyes, shoe polish, paints, and india ink. Some substances destroy or change the colour of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly coloured natural dyes (as found in some brands of mustard and herbal tea).

Refer to carpet care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

Static

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

Initial Orientation And Warranty Guidelines

During your initial orientation, we confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. Will also ensure that the edges of carpets (along moldings and stair edges), are held firmly in place. Please note that in some areas, metal or other edging material may be used where carpet meets with another floor covering. Please note, **we are not responsible for:**

- **Carpet seams - carpet seams will be visible.** We will only repair carpet gaps or frays noted during the initial orientation.
- **Dye lot variations - the Developer is not responsible for dye lot variations if replacements are made.**

For information concerning your carpet warranty, please refer to the "Carpet Warranty and Care Information" letter that was included in your Welcome Package.

Ceramic Tile

Homeowner Use and Maintenance Guidelines

For detailed information concerning the care and maintenance of your tiles, please refer to the "National Tile Maintenance Guide" included in your Welcome Package. For further care tips, please review the following:

Cleaning

Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum as required. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly.

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

Grout Discolouration

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.

Sealing Grout

The grout in your suite is unsealed. Sealing grout is your decision and responsibility. Sealing your grout may keep your grout cleaner for a longer period of time. Please visit your local hardware store for grout sealant products and applicators.

Separations

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

Initial Orientation and Warranty Guidelines

For warranty information, please refer to the “National Tile Guarantee”, included in your Welcome Package. During the initial orientation, we confirm that tile and grout areas are in acceptable condition. We will repair cracked tiles or grout as follows:

Tile, One-Time Repair

We will repair or replace cracked, badly chipped, or loose tiles one time, at the Year End Corrective Period (please refer to the “Warranty Service” tab for more information.) We are not responsible for variations in colour or discontinued patterns. New grout may vary in colour from the original.

Grout, One-Time Repair

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. The Developer will repair grouting, if necessary, **one time** at the Year End Corrective Period (please refer to the “Warranty Service” tab for more information). We are not responsible for colour variations in grout or discontinued coloured grout. Any grouting or caulking that is needed after that time is your responsibility.

Closet Shelves and Organizers

Homeowner Use and Maintenance Guidelines

Where applicable, please see “Sunburst Cleaning Instructions for Lifestyle Closet Systems” included in your Welcome Package. This package was handed to you upon possession.

Warranty Guidelines

If your unit is equipped with wire shelving, please refer to the “Sunburst Warranty for Wire Shelving”. If you purchased the closet organizer upgrade package, please refer to the “Sunburst Product Warranty for Lifestyle Closet Systems”. The applicable warranty was included in your Welcome Package.

Condensation

Homeowner Use and Maintenance Guidelines

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the home, combined with low outside temperatures and inadequate ventilation.

Some experts have estimated that a typical new home contains many gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather adds more moisture. This moisture evaporates into the air as you live in your home, adding even more moisture to that which is already generated by normal living activities. Over time, this source of moisture will diminish. **To reduce in-suite moisture, please:**

- Do not cover or interfere in any way with the fresh air supply to your suite;
- Keep the dryer exhaust hose clean and securely connected;
- Keep the dryer lint trap clean;
- **Do not switch off the dryer booster fan disconnect switch. This switch is located beside/adjacent your dryer. Failure to follow this instruction will void your entire home warranty;**
- Develop the habit of running the hood fan when you are cooking;
- Run your bathroom fan(s) when taking a shower or bath. Continue running the fan(s) for approximately 1 hour following your shower or bath. **Failure to follow this instruction will void your entire home warranty;**
- Do not tamper with the main bathroom fan. It is wired to run 8 hours each day. **Tampering with same will void your entire home warranty;**
- Leave several windows slightly open during spring, summer, fall and winter. This will allow humidity to escape (we have found that the fan alone does not lower humidity enough during the wet, cold winter). This will also prevent excessive moisture from forming on the inside of your windows. Keeping windows slightly open throughout the year will help:
 - a. Keep the air in your suite fresh;
 - b. Prevent damage to your possessions; and
 - c. Prevent damage to your suite.
- Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air. Drying materials out too fast also increases shrinkage cracks and separations

Examples of damage are:

- Mold growing on window frames, drywall and other surfaces (very unhealthy!);
- Cords on the window blinds swelling and making the blinds hard to operate and likely to break; and
- Water filling the bottom window track and damaging the drywall and wood sill beside it.

If your windows are fogged up or wet on the inside, then you are damaging your home.

Normal Activities

As you live in your home, your daily lifestyle contributes to the moisture in the air. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Your daily routine can mitigate the amount of moisture in your home, and reduce condensation on interior surfaces.

Warranty Guidelines

Condensation usually results from weather conditions and a family's lifestyle. **The Developer has no control over these factors. The warranty coverage excludes condensation.**

Countertops

Homeowner Use and Maintenance Guidelines

To extend the life of your countertops, please review the care tips provided by iMAC; specifically, the "iMAC Stone Maintenance Reference Letter" and the "iMAC Natural Stone Countertop Maintenance & Care Guide". These letters/guides were included in your Welcome Package. **It is extremely important to review and implement the care requirements for the granite, marble and limestone products. If countertops are not cared for in accordance with iMAC's guidelines, iMAC's warranty covering same will be void.**

Here are some additional tips:

Cutting Board

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter.

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

Cleaning

Avoid abrasive cleaners that will damage the luster of the surface.

Mats

Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Dry the surface as needed.

Additional Maintenance, as per the iMAC literature included in your Welcome Package

Keeping your natural stone **clean** is critical to maintaining the original appearance of your countertop. We cannot reiterate enough that for granite, polished marble, polished limestone or honed limestone, a "stone cleaner" must be used for cleaning. The "stone cleaner" may be purchased through the iMAC store, at the address noted below:

Unit 2 – 12160 Vickers Way,
Richmond, B.C.
V6V 1H9, Canada
604-821-0702

Keeping your natural stone **sealed** is also critical to maintaining your countertop's original appearance. Material should be re-sealed until it no longer accepts additional sealant. Coats of sealant are usually applied 24 hours apart, so that the sealant may soak in and harden. This process of re-sealing will help eliminate stains from occurring. Please note all countertops are factory sealed at the time of installation; however, they will require frequent re-sealing throughout their life span. Sealing should be re-applied once a year for granite products, and more often for marble and limestone products. Please refer to the iMAC literature more information, including which sealer should be use for a specific product. Please note sealants may be purchased through the iMAC store, at the location indicated above.

Initial Orientation and Warranty Guidelines

During your initial orientation, we confirm that all countertops are in acceptable condition. Please remember that stone countertops are a natural product, and will have variations in grain and texture. Stone surfaces may even have fissures and/or tiny pinholes. Grain variations, fissures and tiny pinholes are all acceptable conditions, as they occur naturally in the formation of stone.

We will repair the following surface damage noted during the initial orientation:

- Chips; and
- Cracks that extend from the surface of the slab, into the stone and through the grain. All other cracks will be deemed fissures, and will not be repaired.

Repair of surface damage noted subsequent to the closing is one of your home maintenance responsibilities.

Please refer to the “iMAC 2 Year Limited Warranty on Natural Stone Countertops” for more warranty information.

Also note:

Separation From Wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. The Developer will re-caulk reported areas **one** time during the Year End Corrective Period (see the “Warranty Services” tab). Subsequently caulking will be your home maintenance responsibility.

Countertop Seams

Laminated countertops will have one or more discernible seams. We will repair gaps or differential at the seams that exceed 1/16 inch. We will only repair gaps or seam differentials **one** time during the Year End Corrective Period (see the “Warranty Services” tab). Subsequent repairs will be your home maintenance responsibility. We do not repair seams that have been swollen as a result of the homeowner allowing water to stand over those seams. The seams must be kept dry at all times. Please turn to the “Warranty Services” tab for more information.

Doors and Locks

Homeowner Use and Maintenance Guidelines

Some of the doors installed in your home are wood products subject to natural characteristics of wood, such as shrinkage and warpage. Natural fluctuations caused by humidity, showers, dishwashers, temperature extremes, etc. can result in interior doors needing minor adjustments. To best care for your home’s doors, please read the tips listed below:

Bi-Fold Doors

Interior bi-folds sometimes stick or warp because of weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

Failure To Latch

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (remortising), and raising or lowering the plate accordingly.

Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a bit of grease to it. Avoid using oil, as it can gum up or attract dirt. Failing to lubricate hinges will cause them to wear and deposit black soot on the carpet or flooring.

Shrinkage

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility.

Slamming

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Avoid slamming doors.

Sticking

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. During a damp season, a door may stick more frequently. Do not plane the door during this time unless it continues to stick after the weather changes.

Before planing a door because of sticking, try two other steps: first, apply either a paste wax, a light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

Warping

If a door warps slightly, keeping it closed as much as possible often returns it to normal.

Weather Stripping

Weather stripping (sealer around door opening) and exterior door thresholds (bottom plate of door) occasionally require adjustment or replacement.

Initial Orientation and Warranty Guidelines

During the initial orientation, we confirm that all doors are in acceptable condition and correctly adjusted. We will repair construction damage to doors noted on the initial orientation list. The following door defects are covered by a one year limited warranty:

Adjustments

Because of normal settling of the home, doors may require adjustment for proper fit. The Developer will make such adjustments during the first year.

Panel Shrinkage

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, we will repair split panels that allow light to be visible during the first year.

Warping

The Developer will repair doors that warp in excess of 1/4 inch during the first year warranty period, within our warranty procedure.

For more warranty information, please refer to the "Trimlite Door Warranty and Policies Letter" that was included in your Welcome Package.

Dryer Booster Fan

A booster fan has been installed to work in concert with the dryer. This fan will engage when the dryer is turned on to assist in moving condensation out of the building. A disconnect switch has been installed in the laundry closet beside/adjacent the dryer - please note this switch has been set in the "on position".

PLEASE BE AWARE THAT TAMPERING WITH THE DISCONNECT SWITCH, BY TURNING IT TO THE OFF POSITION, WILL VOID YOUR ENTIRE HOME WARRANTY. THIS SWITCH SHOULD ONLY BE USED FOR SERVICE REASONS.

Dryall

Homeowner Use and Maintenance Guidelines

Please review the following drywall maintenance tips:

Ceilings

The ceilings in your home are easy to maintain: periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.

Repairs

With the exception of limited one-time repair service provided by the Developer (see below), care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with drywall filling compound. To correct a nail pop, reset the nail with a hammer and punch. Cover it with drywall filler, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

Initial Orientation and Warranty Guidelines

During the initial orientation, we confirm that drywall surfaces meet industry standards. The “**5 foot, 2 second**” rule will apply during the orientation. Briefly, the “5 foot, 2 second” rule states that a drywall imperfection will only be repaired if you can see same from a standing distance of 5 feet and within a time frame of 2 seconds. If not, it is **not** a defect.

The Developer will **not** repair drywall damage caused after ownership is transferred from the Developer to the homeowner. Repair of drywall damage caused after completion is one of the homeowner’s maintenance responsibilities. Please note it is our experience that drywall surfaces may be damaged during the move in process. As such, please instruct your movers to use extra caution to prevent same.

The following drywall defects are covered by a one year limited warranty. Please refer to section 7 of the “Corrective Period Rules and Regulations” for more information.

One Time Repairs

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of rafters to which the drywall is attached. We will repair drywall shrinkage cracks and nail pops **one** time at the Year End Corrective Period. It is your responsibility to paint these repairs. Touch-ups may be visible.

Repainting the entire wall or the entire room to correct flashing is your choice and responsibility. You are also responsible for custom paint colours or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

Please note: we do not repair drywall flaws that are only visible under particular lighting conditions.

Related Warranty Repairs

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or another warranty-based repair (such as a plumbing leak), it is completed by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom

paint colours or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-up may not match the surrounding area.

Electrical System

Homeowner Use and Maintenance Guidelines

Know the location of the electrical breaker panel; it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliance, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Main Electric Breaker Panel

An electrical breaker panel provides the main shutoff breaker for all the electricity in your home. The main electrical breaker panel is usually located in either the 2nd or masterbedroom, behind the bedroom door. Please take the time to note its location.

Breakers

Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service.

Breakers Tripping

Breakers trip as a result of: plugging too many appliances into the circuit; a worn cord; a defective appliance; or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker.

If a circuit trips repeatedly, unplug all items connected to it and reset same. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

Buzzing

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing. Loud buzzing may mean the transformer needs to be replaced.

Fixture Location

We install light fixtures in the locations indicated on the plans. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

GFCI (Ground-Fault Circuit-Interrupters)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms and kitchens (basically, areas where an individual can come into contact with water while holding an electric appliance or tool). One GFCI breaker can control up to three or four outlets. Each GFCI circuit has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. Heavy appliances are not plugged into a GFCI receptacle, as they will trip the GFCI breaker.

CAUTION: if you plug a refrigerator or food freezer into a GFCI-controlled outlet, the GFCI breaker will trip. The food stored in your fridge/freezer will be ruined. **Our limited warranty coverage does not cover such damage.**

Grounded System

Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device.

Light Bulbs

You are responsible for replacing burned-out bulbs, other than those noted during your initial orientation. When you do replace bulbs, avoid exceeding the wattage indicated inside the fixture as this may cause a safety hazard and void the warranty on the fixture.

Modifications

If you wish to make any modifications, contact a qualified electrician. The strata corporation will have a complete list of contacts, or you may reference our sub-trades in contact information of this section. Having another electrician modify your electrical system during the warranty period may void that portion of your limited warranty.

Outlets

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker. If no apparent reason is found, contact either the Developer (if the problem occurs within your warranty period), or a qualified electrician (if the problem occurs after the warranty has expired).

Troubleshooting Tips: Electrical

No Electrical Service Anywhere In The Home

Before calling for service, check to confirm that the:

- Service is not out in the entire area. If so, contact the utility company.
- Main breaker and individual breakers are all in the on position.

No Electrical To One Or More Outlets

Before calling for service, check to confirm that the:

- Main breaker and individual breakers are all in the on position.
- Applicable wall switch is on.
- GFCI is set (see details on GFCIs, earlier in this section).
- Item you want to use is plugged in.
- Item you want to use works in other outlets.
- Bulb in the lamp is good.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Initial Orientation and Warranty Guidelines

During the initial orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. The warranty excludes any fixture you supplied. We provide the following limited electrical warranty:

Designed Load

During the 1st two years of the warranty, the Developer will repair any:

- a. Electrical wiring that fails to carry its designed load to meet specifications (with the exception of alarm pre-wiring); and
- b. Electrical outlet, switch or fixture that does not function as intended.

Please note this warranty does not cover either:

- GFCI (Ground-Fault Circuit-Interrupters)
Food spoilage that results from plugging refrigerators or freezers into a GFCI outlet; or
- Power Surge
Power surges. Power surges are the result of local conditions beyond the control of the Developer and are excluded from limited warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes are excluded from limited warranty coverage.

Fireplace

Homeowner Use and Maintenance Guidelines

All homes are equipped with an electric fireplace. Each fireplace is assigned two fireplace switches, and one thermostat. The fireplace switches are located on the bottom right hand corner of the fireplace. One switch turns on the fireplace light bulbs; the other switch turns on the fireplace heater. The fireplace switches must be turned to the “on” position for the fireplace to work.

As per your “Dimplex Practical User’s Guide”, the fireplace bulbs will eventually burn out and need to be replaced. Please refer to the guide for light bulb replacement instructions - this guide was included in your Welcome Package.

The fireplace thermostat is generally located adjacent the fireplace. The thermostat: a) turns the fireplace heater on; and b) sets the fireplace fan temperature. Please note that the fireplace fan will only turn on if the thermostat is set above the current room temperature. The fireplace fan will continue to run until the desired temperature is reached.

The electric panel provides shutoff breakers for (among other things) the fireplace. The electric panel is normally located in either the 2nd or masterbedroom, behind the bedroom door. Please take the time to note its location.

In the instance your fireplace does not turn on, please ensure:

- your fireplace switches are on (bottom right corner of the fireplace);
- the fireplace circuit breakers are on (your main electric panel is usually located behind a bedroom door);
- your fireplace light bulbs are not loose or burnt out.

For more information regarding the care and maintenance of your fireplace, please refer to the “Dimplex Practical user’s Guide”.

Alternatively, you may visit the web site:

- www.dimplex.com (electric fireplaces)

Warranty Guidelines

For warranty information, please refer to the “Dimplex Two Year Limited Warranty” brochure that was included in your Welcome Package. As noted above, the electric fireplace warranty does not cover the bulbs inside the fireplace. When the bulbs burn out, it is the owner’s responsibility to replace same.

Gas Shut-Offs

Homeowner Use and Maintenance Guidelines

Gas Barbeque Shutoff Valve

The penthouse units are equipped with a gas outlet for the barbeque. You will find the gas shut off at the outlet. **To turn the gas off, turn the yellow handle 90° perpendicular to the pipe.** Alternatively, to turn the gas on, turn the yellow handle parallel to the pipe. ***We recommend you always turn the gas off once you have finished barbequing.***

Gas Leak

If you suspect a gas leak, leave the home and call Terasen Gas at their emergency number, 1-800- 663-9911, immediately.

Warranty Guidelines

The gas company is responsible for leaks up to the main building meter on the exterior of the building. The Developer will correct leaks from the meter to the home for a period of two years after the closing date when the unit is first sold.

Hardware

Homeowner Use and Maintenance Guidelines

Door knobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws or lubrication.

Initial Orientation and Warranty Guidelines

We confirm that all hardware is in acceptable condition during the initial orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the initial orientation.

The Developer will repair hardware items that do not function as intended during the first year of the warranty, and only through our warranty procedures (see “Warranty Services” tab).

Hardwood Flooring

Homeowner Use and Maintenance Guidelines

For proper care and maintenance of your hardwood floors, please refer to the “Kentwood Product Warranty, Care and Maintenance Guide”. This was included in your Welcome Package. Failure to follow floor care instructions **will void** your hardwood warranty. **Please note the following paragraph included in the warranty:**

“Environmental conditions must be maintained as specified, with a temperature of 68-72° F (20-22° C) and humidity at 40-60% at all times. Exposure to higher or lower levels of heat and/or humidity may result in expansion and/or contraction of the floor boards resulting in separation between joints, cupping or splitting of boards, or other problems. Problems resulting from exposure to levels of heat and/or humidity other than those specified herein ARE NOT covered by this warranty.”

We have included the following additional care tips:

Remove High Heel Shoes

Hardwood floors may be damaged by the extreme force caused by lady’s high heel shoes (measured in pounds per square inch (psi)). For example, a car has a load of 28-30 psi, while a

125 pound woman with high heels has a load of 2000 psi!! High heels will cause indentation in wood flooring! As such, ask your guest to remove her heels to protect your floor!

Felt Tabs

Always protect the feet of your furniture; specifically the areas that rest on the hardwood floors. You may use felt tabs on the underside of the furniture legs to prevent scratches or indentations occurring on the hardwood surface.

Cleaning

Keep water off the floor surfaces and never wash hardwood with water. Vacuum the floor daily, remove debris and buff floors to restore luster. Please ensure that your vacuum's wheels are not damaging the floor. For more thorough cleaning, use a wood floor cleaning solution approved by the floor supplier ("Contact Information" tab). Do not use any household cleaners, oils, soaps, waxes or any abrasive materials/scouring agents on your wood floor.

Initial Orientation and Warranty Guidelines

Elevation/Gap Variations

Manufacturer guidelines state that strip hardwood flooring shall be installed to provide a surface where adjacent strips have no more than a 2mm difference in elevation (a 2mm difference is approximately the thickness of a dime). Flooring not meeting this standard shall be repaired. This rule also applies to the gap variances between planks (for example, gap variances greater than 2 mm between planks will be repaired).

Colour and Grain Variations

Please note that wood is a natural product, and variation in colour and grain pattern from one piece of flooring to another is normal.

Floor Finish

During your initial orientation, the Developer will review the hardwood floors and determine if any scratches and gouges are present. The "**5 foot, 2 second**" rule will apply. Briefly, the "5 foot, 2 second" rule states that a gouge/scratch will only be repaired if you can see same from a standing distance of 5 feet and within a time frame of 2 seconds. If not, it is **not** a defect.

It is important to note that the Developer is not obligated to repair hardwood damage caused after ownership is transferred from the Developer to the homeowner. Repair of floor damage caused after completion is one of the homeowner's maintenance responsibilities. Please note it is our experience that hardwood floors may be damaged during the move in process. As such, please instruct your movers to use extra caution to prevent same.

For more information on the product warranty, please review the "Kentwood Product Warranty, Care and Maintenance Guide" that was included in your Welcome Package. For information concerning the installation warranty, kindly review the "Komo Floors Hardwood Installation Warranty."

Heating

Heating in all homes is provided via electric baseboard heaters. Each heater is assigned its own thermostat, which is located in the same room as the heater. Generally, if the temperature in the home falls below the programmed setting, the heat will turn on. Conversely, if the temperature in the home exceeds the programmed setting, the heat will turn off.

The electric panel provides shutoff breakers for (among other things) the electric baseboard heaters. The electric panel is normally located in the 2nd or masterbedroom, behind the door. Please take the time to note its location.

Lighting

Initial Orientation and Warranty Guidelines

During the initial orientation, we will confirm that all light fixtures are in acceptable condition. For warranty information, please refer to the “Design Lighting Warranty” letter that was included in your Welcome Package.

Mirrors

Homeowner Use and Maintenance Guidelines

For care and maintenance instructions, please refer to the “Glass World Maintenance Guide” that was included in your Welcome Package.

Initial Orientation and Warranty Guidelines

During the initial orientation, we will confirm that mirrors are in acceptable condition. If scratches, chips, or other damage to mirrors is noted at this time, we will correct same. In some cases, due to the length of the mirror, the installation will require that the mirror be installed in two pieces.

For further warranty information, please refer to the “Glass World Warranty” that was included in your Welcome Package.

Paint and Stain

Homeowner Use and Maintenance Guidelines

Because of changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often better results come from touching up rather than washing the paint.

Exterior

All exterior painting is considered a common area item and is controlled and maintained by your strata corporation and property manager.

Touch-Up

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-ups may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

Please turn to the “Finish Specifications” section of this Manual for details regarding original paint colours.

Initial Orientation and Warranty Guidelines

During your initial orientation, we will confirm that all painted or stained surfaces are in acceptable condition. The Developer will touch up paint as indicated on the initial orientation list. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair. Please note that paint touch ups made during a warranty visit may:

- Be visible under certain lighting conditions; and

- Not match the surrounding area (over time, paint colours fade. Due to the effects of time on paint, as well as possible dye lot variations, touch-ups are unlikely to match surrounding painted areas).

Phone/Cable Outlets

Homeowner Use and Maintenance Guidelines

Your home is equipped with numerous outlets. Initiating service, adding additional outlets or revising outlet locations for decorating purposes or convenience is the homeowner's responsibility.

Initial Orientation and Warranty Guidelines

The Developer will correct faulty outlets that are discovered during the initial orientation. For example, if a kitchen phone outlet is positioned too close to a cabinet and prevents a wall phone from being installed, the Developer will remedy same.

The Developer will also repair faulty wiring from the outlet service box into the home. The warranty period for same is two years, and begins on the closing date when the unit is first sold. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

Plumbing

Homeowner Use and Maintenance Guidelines

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

Aerators

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. Please note that as part of normal maintenance, you will need to occasionally clean your aerator.

Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots.

Clogs

Many plumbing clogs are caused when foreign materials are inserted into plumbing lines. Examples of foreign materials include disposable diapers, excessive amounts of toilet paper, sanitary supplies, q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. Allow the water to run 10 to 15 seconds after shutting off the disposal. You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. **Waste materials, including grease, fat and petroleum products, should never be disposed of via the plumbing system.** These materials will accumulate in the piping, especially in the p-traps, and can significantly reduce the flow of water through the waste system. These substances are also very detrimental to the municipal sewage treatment systems. To clean a drain stopper (usually found in bathroom sinks), loosening

the nut under the sink at the back, pull out the rod attached to the plunger, and lift the stopper. Clean and return the mechanism to its original position.

Low Flush Toilets

Due to conservation efforts and by-law regulations, today's toilets use less water. In fact, today's toilet use 2/3 less water than the old standard toilets. As a result, flushing twice is occasionally necessary to completely empty the toilet bowl. Rest assured, even when you flush twice, you are saving water and complying with the law.

Low flush toilets may clog more easily. As such, it is recommended that you do not dispose of large volumes of paper or any feminine products in the toilet.

Water Flow Restrictors

Water flow restrictors are manufactured into most faucets and all showerheads and cannot be removed. We apologize for any inconvenience this may cause.

Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The showerhead is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (please note that some manufacturers do not use rubber washers.)

Extended Absence

If you plan to be away for an extended period, you should shut off the main water supply to your home. The main shutoff is located behind the shutoff panel, which will be pointed out to you on your initial orientation. Do not shut off the heating valve.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze at temperatures above -18°C. Set the heat at a minimum of 12°C if you are away during winter months.

Leaks

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the strata corporation or your property manager.

Main Shut-Off

The water supply to your home can be shut-off entirely at your main shutoff valve. We will point out the location during your initial orientation.

Porcelain

You can damage porcelain enamel by either scratching or hitting it. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper/plastic over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.

Running Toilet

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Shower Diverter

The shower must be turned off using the shower handle – **not** the diverter.

Shut-Offs

Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads, as these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

Tank Care

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

Temperature

Expect temperatures to vary if water is used in more than one location in the home at the exact same time.

Troubleshooting Tips: Plumbing

No Water Anywhere In the Home

Before calling for service, check to confirm that the:

- Main shut off in your home is open.
- Main shut off to the building is open.
- Individual shut-offs for each water-using item are open.

Leak Involving One Sink, Tub, or Toilet

- Confirm shower door or tub enclosure was properly closed.
- Turn water supply off to that item.
- Use other facilities in your home and report problem on next business day.

Back Up At One Toilet

If only one toilet is affected, corrections can be carried out during normal business hours.

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- If you've been in your home fewer than 30 days, contact the Developer's Customer Service Department (turn to "Contact Information" tab).
- If you've been in your home over 30 days, contact a repair service.

Initial Orientation and Warranty Guidelines

During the initial orientation, we will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely. We will repair deficiencies as follows:

Broken Shower Diverter

The Developer will **not** replace a diverter that has been damaged by a homeowner.

Clogged Drain

The Developer will correct clogged drains that occur within 30 days of the initial sale. **If we are called to a suite to repair a clog that has been caused by the homeowner, we will bill the homeowner for the cost of removing the clog! Please note this includes toilet and sink clogs caused by the homeowner!!!** After the first 30 days, the homeowner is responsible for correcting clogged drains.

Cosmetic Damage

The Developer will correct any fixture damage noted during the initial orientation. Repairing chips, scratches, or other surface damage noted subsequent to the initial orientation is your responsibility.

Leaks

The Developer will repair leaks in the plumbing system that occur within the two-year warranty period. The warranty begins on the closing date when the unit is first sold. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, we will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items.

Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. We will repair persistent water hammer that occurs within the first two years of the warranty. Again, the warranty begins on the closing date when the unit is first sold.

Pot Fillers

Homeowner Use and Maintenance Guidelines

Extra caution must be exercised when using the pot filler. If the pot filler is accidentally turned on, or left on, water will continue to flow until the pot filler is turned off. **AS THERE IS NO OVERFLOW DRAIN, WATER DAMAGE WILL ENSUE.**

Please note there are two shut offs for the pot fillers: the handle; and a valve on the suite manifold supply line. The supply line is normally housed behind removable panels in the storage closet. Please note this valve also shuts off the water supply to the fridge ice maker.

Initial Orientation and Warranty Guidelines

For product warranty information, please refer to the "Taju – Single Handle Wall Mounted Pot Filler" warranty that was included in your Welcome Package.

Remote Controls

Homeowner Use and Maintenance Guidelines

When you move in, you will be given two radio frequency remotes that control access to your main lobby entry door, your parkade gates and any other door with card access readers.

The remotes require no maintenance, and operate on batteries which will require replacement from time to time (please refer to the “Alarm Pre-Wiring, Residential RF’s, Visitor Intercom System, and Camera System” subsection for battery details). The remote controls are susceptible to damage by moisture and impact, and should be handled gently.

Initial Orientation and Warranty Guidelines

During the initial orientation we will confirm that the remote controls are in good operating condition. We will replace faulty remote controls within the first 30 days of the initial sale.

Shower Doors or Tub Enclosures

Homeowner Use and Maintenance Guidelines

For shower enclosure maintenance guidelines, please refer to the “Glass World Maintenance Guide”. This guide was included in your Welcome Package. Tub enclosures require minimal care and maintenance. Use a squeegee to remove water after a bath/shower to keep mineral residue and soap film to a minimum. A coating of wax can also help prevent build up of minerals and soap. Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware. Check and touch-up caulking on an as needed basis.

Avoid hanging wet towels on corners of doors - the weight can pull the door out of alignment and cause it to leak.

Initial Orientation and Warranty Guidelines

During your initial orientation, we will confirm that all shower doors and tub enclosures are in acceptable condition.

For warranty information on the shower enclosures, please review the “Glass World Warranty” that was included in your Welcome Package.

Smoke Detectors

Homeowner Use and Maintenance Guidelines

Each home is equipped with smoke detectors. Smoke detectors are installed in accordance with building codes, which dictate locations. The Developer cannot omit any smoke detectors, and you should not remove or disable same. The number of detectors per home depends upon the size of the home.

Testing your smoke detector is very important. The homeowner should:

- a. Test the smoke detector once a month;
- b. Hold the test button on the detector for 10 seconds to ensure that the device beeps or rings loudly;
- c. Avoid lighting candles under the detector to see if the alarm goes off. Repeated use of smoke to activate can cause detectors to fail when a real fire occurs;
- d. **If applicable**, change the batteries at least twice a year – at the start and end of daylight savings time is a good rule of thumb (also, if your smoke detector starts chirping or beeping, it's time to change the batteries); and

- e. Clean the smoke detector twice a year with a vacuum.

Please remember, if your smoke detector goes off, you literally have seconds to respond. There is absolutely no time to gather possessions. Your best response is to leave your home immediately and call 911 from a phone outside your home.

Your home may be equipped with common area fire alarm strobe lights that are controlled and maintained by the strata corporation and/or property management company. If so, they may be connected to the main fire alarm system and should never be obstructed or tampered with. Please contact your strata property manager to confirm same.

Ventilation

Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars, but creates a potential concern: humidity. Humidity is generated by people breathing, bathing, cooking and living in homes. Humidity **must** be ventilated to the outdoors; otherwise, condensation, cooking odours, indoor pollutants, and carbon monoxide may accumulate indoors. We provide mechanical and passive methods for ventilating homes; however, your attention to ventilation is equally important to your family's health and safety. Please take the time to review the following recommended daily living habits – adopting these habits will reduce humidity by improving ventilation.

Daily Habits

Your daily habits can help keep your home well ventilated. Please:

- Do not cover or interfere in any way with the fresh air supply to your suite;
- Keep the dryer exhaust hose clean and securely connected;
- Keep the dryer lint trap clean;
- **Do not switch off the disconnect switch, for the dryer booster fan, which is located beside/adjacent your dryer. Failure to follow this instruction will void your home warranty;**
- Develop the habit of running the hood fan when you are cooking;
- Run your bathroom fan(s) when taking a shower or bath. Continue running the fan(s) for approximately 1 hour following your shower or bath. **Failure to follow this instruction will void your home warranty;**
- Do not tamper with the main bathroom fan. It is wired to run a total of **8** hours each day. **Tampering with same will void your home warranty;**
- Leave several windows slightly open during spring, summer, fall and winter. This will allow humidity to escape (we have found that the fan alone does not lower humidity enough during the wet, cold winter). This will also prevent excessive moisture from forming on the inside of your windows. Keeping windows slightly open throughout the year will help:
 - a. Keep the air in your suite fresh;
 - b. Prevent damage to your possessions; and
 - c. Prevent damage to your suite.
- Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air. Drying materials out too fast also increases shrinkage cracks and separations

Examples of humidity damage are:

- Mold growing on window frames, drywall and other surfaces (very unhealthy!);
- Cords on the window blinds swelling and making the blinds hard to operate and likely to break; and
- Water filling the bottom window track and damaging the drywall and wood sill beside it.

If your windows are fogged up or wet on the inside, then you are damaging your home.

Warranty Guidelines

The Developer's warranty guidelines for active components, such as exhaust fans, are discussed under the appropriate headings (electrical systems, heating system, and so on). Please review these sections for more information regarding same.

Damage caused by humidity is not covered by a home warranty. If the homeowner fails to follow the recommendations noted above, he/she will cause damage to the home - for which the homeowner will be held accountable! Further, in several instances, failure to comply with the recommended daily living habits will render the Developer's entire warranty null and void.

Windows

Homeowner Use and Maintenance Guidelines

Contact either the building manager or the property management company if a suite window breaks. They will be able to assist you in remedying same (accidental breakage may be covered by the strata building insurance). Please refer to the "Emergency Contacts" section of this Manual for building/property manager phone numbers.

To care for your windows, please review the following:

Vinyl

Clean vinyl surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply a silicone lubricant. Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use. You may also review the section on "Ventilation" (see table of contents) for tips on reducing in-suite condensation.

Sills

Window sills in your home are made of wood. The most common maintenance activity is dusting. Twice a year, check caulking and touch-up as needed. Protect wood and wood product sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Tinting

Applying tinting or foil lining to dual pane windows can result in broken windows due to heat build-up. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.

Weep Holes

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris.

Initial Orientation and Warranty Guidelines

We will confirm that all windows are in acceptable condition during the initial orientation. We will also confirm that windows operate with reasonable ease, and that locks perform as designed. The Developer will repair or replace broken windows noted on the initial orientation list. The Developer will also make adjustments to windows and locks that do not function as intended during the initial orientation. In addition:

Condensation

Condensation that accumulates **between** the panes of glass in dual-glazed windows indicates a broken seal. We will replace the window if this occurs during the warranty period.

Condensation that accumulates **on the surface of** interior windows and frames is not covered by warranty. This condensation indicates high humidity in the home, and low temperatures outside the home. As the homeowner influences the level of humidity within the home, the homeowner will be responsible for damage arising from same.

Scratches

The Developer confirms that all window glass is in acceptable condition at the initial orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. We will replace windows that have scratches readily visible from a distance of **4 feet** (if same is noted during the initial orientation). The Developer does not replace windows that have scratches visible only under certain lighting conditions.

Mandalay Contact Information

Legal Description: Parcel Identifier: 026-576-384
Parcel A, Section 10, Block 4N
New Westminster District
Plan BCP22133

Civic Address: Mandalay
9371 & 9373 Hemlock Drive
Richmond, BC
V6Y 4K6 & V6Y OA9 respectively

TRADE	COMPANY	CONTACT	PHONE NUMBER	FAX NUMBER
Aluminum Handrails & Guardrails/Glass Inserts	Practical Ironworks Ltd. 7315 Buller Avenue Burnaby BC V5J 4S6	Ken Wai	604-436-9272	604-435-5188
Appliances	Whirlpool	Customer Service	1-800-807-6777	
Bathroom Accessories	Pacific Prehung Doors P.O. BOX 265 Coquitlam, B.C. V3J 6Z9	Dan Carlson	604-524-9566 604-649-3946	604-522-7048
Blinds	Spectrum Window Coverings #130-6755 Graybar Road Richmond, BC V6W 1H8	Victor Cheng Bob	604-231-8788	604-231-8787
Burglar Alarm	Nexgen Technologies Inc. #201-204 Cayer Street Coquitlam, B.C. V3K 5B1	Tim From	604-517-8324	604-648-8610
Cabinets	IMAC Enterprises Corp. #2-12160 Vickers Way Richmond, BC V6V 1H9	Julian	604-821-0702	604-270-9049
Ceramic Tile	National (2005) Tile Ltd. 260 S.W. Marine Drive Vancouver, BC V5X 2R5	Philip Tsang	604-322-1080	604-322-7032
Closet Shelving	Sunburst Closets #101-342 East Kent Avenue Vancouver, BC V5X 4N6	Mark Vance	604-436-3400	604-436-4844
Countertops	IMAC Enterprises Corp. #2-12160 Vickers Way Richmond, BC V6V 1H9		604-821-0702	604-270-9049
Doors Supply	Pacific Prehung Doors P.O. BOX 265 Coquitlam, BC V3J 6Z9	Dan Carlson	604-524-9566 604-646-3946	604-522-7048
Electrical	Allwest Electric 169 Golden Drive Coquitlam BC V3K 6T1	Rob Plante	604-464-6200	604-464-6209
Elevators	Richmond Elevator 12091 No. 5 Road Richmond, BC V7A 4E9	Mike Sterling	604-274-8440	604-274-0099
Finish Carpentry	Rolin Interiors 5210 Ferry Road Delta, BC V4K 3M7	Jay Tomlin	604-618-7405	
Fireplaces	Fireplaces Unlimited 6750 King George Hwy. Surrey, BC V3W 4Z5	Gord Schlechtleitner Jerry	604-415-9330	604-599-1140

TRADE	COMPANY	CONTACT	PHONE NUMBER	FAX NUMBER
Flooring Materials (Hardwood, Carpet, Vinyl Flooring)	J.W. Building Consultants 116-18525 53 rd Ave Surrey, BC V3S 7A4	Jim or Ben	778-571-2788 Extensions 102 or 104.	
Glazing (Lobby, Storefront, Amenity & Skylights)	Alternate Glazing 4-12662 112th Avenue Surrey, BC V3V 8B6	Ron	604-928-8321	604-582-1494
Hardwood Flooring Installation	Komo Flooring 4531 Steveston Hwy Richmond BC V7E 3K4	Jerry Kopec	604-518-4786	
Landscaping	Delta Pacific Landscaping 6651 Knight Drive Delta BC V4E 1S6	Jerome Chow	604-596-6833	604-596-3009
Lighting Fixtures	Design Lighting #105 – 6360 202nd Street Langley, BC V2Y 1M8	Lynette	604-539-8733	604-539-8734
Mailboxes	Pacific Prehung Doors P.O. BOX 265 Coquitlam, B.C. V3J 6Z9	Dan Carlson	604-524-9566	
Masonry/Concrete Block	Brian Shelley Brick & Stone 16528 24th Avenue Surrey, BC	Brian Shelly	604-619-6941	604-541-2950
Mechanical	Ocean Park Mechanical 102-2428 King George Hwy Surrey, BC V4A 1H5	Steve Boak Aaron Roxborough	604-218-7097	
Mechanical/ Sprinklers	Martex Sprinklers 33160 Plaxton Crescent Abbotsford, BC	Glen Harold	604-309-3751	
Mirrors	Glass World 2146 Queens Street Abbotsford, B.C. V2T 6J4	Kevin Browne	604-854-5757	604-852-1850
Painting	Blue Line Deco Painting 13340 98th Avenue Surrey, BC V3T 4Z5	Bob Johal	604-614-8368	604-583-8058
Pools	American Pools 16587 Parkview Place Surrey, BC V4N 1Y8	Serafino	604-583-5548	604-583-5517
Roofing, Membrane, and Waterproofing	Villa Roofing 103-8380 St. George Street Vancouver, BC V5X 3S7	Ken Nicol Kevin Nicol	604-841-8873 604-830-3414	604-261-6636
Shower Doors	Glass World 2146 Queens Street Abbotsford, B.C. V2T 6J4	Kevin Browne	604-854-5757	604-852-1850
Steel Stud and Drywall	Jermar Drywall 3,000 Ltd. 2227 St. John's Street Port Moody, BC V3H 2A6	Rad Blatny	604-939-1382 604-841-8322	604-939-1384
Structural Steel	Clearbrook Ironworks 715 Sumas Way Abbotsford, BC V2S 4P7	Dave	604-835-0231	604-852-4481
Telephone	Telus Communications 9100 Glenlyon Parkway Burnaby, B.C. V5J 5J8	Travis Deaust	604-453-2099 604-812-8518	
Windows	Starline Arch. Windows 9380-198 Street Langley, BC V1M 3C8	Frank Odorico	604-882-6855	604-882-6890

Finish Specifications

Please note that this specification is accurate and up to date at the time of printing. This specification was printed in May 2008. The Developer reserves the right to make specification changes, as per the contract of purchase and sale. However, any substitution of method or product shall be of equal or better quality than the original specification.

There are two different colour schemes in homes at Mandalay – Ocean Limestone and Café Marble.. You, the first homeowner, selected your preferred colour scheme at the time you purchased your unit. If you are not sure which colour scheme you selected, please contact the sales staff.

The following is a list of the fixture and finishes of each scheme:

Interior Suite Finish Specifications

Scheme One – Ocean Limestone

Carpet:

Manufacturer: Tuftex of California
Supplier: JW Building Consultants Ltd.
Installer: Developer
Product: Broadloom
Series: Something So Right
Style: Tip Sheared Loop
Content: Anso smart choice nylon yarn
Color: Z6201-00534 Dolphin
Width: 12'
Pile Height: .312"
Finished Face Wt: 29.25
Pile Density: 3,375
Dye Method: Continuous
Primary Backing: Polypropylene
Secondary Backing: ACTIONBAC
Pattern Repeat: 5/15"w x 3/8"l

Hardwood Flooring:

Manufacturer: Kentwood Collection
Supplier: JW Building Consultants Ltd.
Installer: Komo Floors
Product: Engineered Hardwood flooring
Series: Wide Plank Engineered
Wood Species: Merbau
Finish: Natural
Dimensions: 35 7/16" x 4 13/16" x 9/16"

Tile:

Product: ***Rectified Porcelain***
Location: ***Entry, ensuite, bathroom floor field tile***
Supplier: National Tile
Series: Textile TXT 18
Finish: Matte
Color: Taupe

Dimensions: 18" x 18"
Grout: Custom Building Products
Grout Color: 386 Oyster Gray

Product: ***Rectified Porcelain***
Location: ***Kitchen backsplash***
Supplier: National Tile
Series: ICADWHP1224
Finish: Polished
Color: White
Dimensions: 12" x 24"
Grout: Custom Building Products
Grout Color: 11 Snow White
Notes: Cut to 6" x 24"

Product: ***Rectified Porcelain***
Location: ***Ensuite tub surround***
Supplier: National Tile
Series: Textile TXT 18
Finish: Matte
Color: Taupe
Dimensions: 18" x 18"
Grout: Custom Building Products
Grout Color: 386 Oyster Gray
Notes: Cut to 9" x 18"

Product: ***Glazed Ceramic***
Location: ***Main bathtub surround field***
Supplier: National Tile
Series: Gatineau
Finish: Matte White
Color: White
Dimensions: 4" x 16"
Grout: Custom building products
Grout color: 381 bright white

Product: ***Glazed Ceramic***
Location: ***Main bathtub surround accent***
Supplier: National Tile
Series: Gatineau
Finish: Gloss White
Color: White
Dimensions: 4" x 16"
Grout: Custom building products
Grout color: 381 bright white

Product: ***Ceramic Floor Tile***
Location: ***Tile at laundry areas***
Supplier: National Tile
Series: Chateau
Code: PL.CT.BON.1313
Finish: Matte
Color: Bone
Dimensions: 13" x 13"

Grout: custom Building Products
Grout Color: 10 Antique White

Cabinet Doors:

Manufacturer: IDKS
Supplier: Imac Enterprises Corp.
Product: Shaker – 3" Style & Rail
Face: Flat cut Lyptus
Back: Flat cut Lyptus
Rail/Style: Solid
Door Style: 3" Stiles and rails
Stain: Walnut

Kitchen Countertop:

Supplier: Imac Enterprises Corp.
Product: Granite Slab
Colour: Desert Eyes
Thickness: $\frac{3}{4}$ "
Finish: polish all exposed surfaces
Edge Detail: 1 $\frac{1}{2}$ " built up square edge

Ensuite and Main Bathroom Countertop:

Supplier: Imac Enterprises Corp.
Product: Limestone Slab
Colour: VM Blue
Thickness: $\frac{3}{4}$ "
Edge Detail: 1 $\frac{1}{2}$ " built up square edge
Finish: Honed

Threshold at Suite Entry:

Supplier: Imac Enterprises Corp.
Product: Granite
Colour: Antique Brown
Thickness: $\frac{3}{4}$ "
Finish: Polish all exposed surfaces

Paint:

Location: ***Walls throughout except wet areas***
Supplier: Blue Line Deco Painting Ltd.
Product: Sherwin Williams
Code: SW7036
Color: Accessible Beige
Finish: Eggshell

Location: ***Trim***
Supplier: Blue Line Deco Painting Ltd.
Product: Sherwin Williams
Code: SW7035
Color: Aesthetic White
Finish: Semi-gloss

Location: ***Walls, Ceilings at wet areas***
Supplier: Blue Line Deco Painting Ltd.
Product: Sherwin Williams

Code: SW7036
Color: Aesthetic Beige
Finish: Eggshell

Location: ***Ceilings***
Supplier: Blue Line Deco Painting Ltd.
Product: Sherwin Williams
Code: SW7035
Color: Aesthetic White
Finish: Flat

Scheme Two – Café Marble

Carpet:

Manufacturer: Tuftex of California
 Supplier: JW Building Consultants Ltd.
 Installer: Developer
 Product: Broadloom
 Series: Something So Right
 Style: Tip Sheared Loop
 Content: Anso smart choice nylon yarn
 Color: Z6201-00731 Bamboo
 Width: 12'
 Pile Height: .312"
 Finished Face Wt: 29.25
 Pile Density: 3,375
 Dye Method: Continuous
 Primary Backing: Polypropylene
 Secondary Backing: ACTIONBAC
 Pattern Repeat: 5/15"w x 3/8"l

Hardwood Flooring:

Manufacturer: Kentwood Collection
 Supplier: JW Building Consultants Ltd.
 Installer: Komo Floors
 Product: Engineered Hardwood flooring
 Series: Wide Plank engineered
 Wood Species: Walnut
 Finish: EV walnut
 Dimensions: 35 7/16" x 4 13/16" x 9/16"

Tile:

Product: ***Rectified Porcelain***
 Location: ***Kitchen backsplash***
 Supplier: National Tile
 Series: ICADWHP1224
 Finish: Polished
 Color: White
 Dimensions: 12" x 24"
 Grout: Custom Building Products
 Grout Color: 11 Snow White
 Notes: Cut to 6" x 24"

Product: ***Glazed Ceramic***
 Location: ***Main bathtub surround field***
 Supplier: National Tile
 Series: Gatineau
 Finish: Matte White
 Color: White
 Dimensions: 4" x 16"
 Grout: Custom building products
 Grout color: 381 bright white

Product: ***Glazed Ceramic***
 Location: ***Main bathtub surround accent***

Supplier: National Tile
Series: Gatineau
Finish: Gloss White
Color: White
Dimensions: 4" x 16"
Grout: Custom building products
Grout color: 381 bright white

Product: ***Rectified Porcelain***
Location: ***Entry, ensuite and bathroom floor field tile***
Supplier: National Tile
Series: Regal
Finish: Matte
Color: Taupe
Dimensions: 18" x 18"
Grout: Custom Building Products
Grout Color: 10 Antique White
Notes: Cut to 9" x 18"

Product: ***Rectified Porcelain***
Location: ***Entry, ensuite, bathroom floor accent tile and ensuite tub surround.***
Supplier: National Tile
Series: Regal
Finish: Polished
Color: Taupe
Dimensions: 18" x 18", cut to 9" x 18"
Grout: Custom Building Products
Grout Color: 10 Antique White
Notes: Cut to 9" x 18"

Product: ***Ceramic Floor Tile***
Location: ***Tile at laundry areas***
Supplier: National Tile
Series: Chateau
Code: PL.CT.BON.1313
Finish: Matte
Color: Bone
Dimensions: 13" x 13"
Grout: Custom Building Products
Grout Color: 10 Antique White

Cabinet Doors:

Manufacturer: IDKS
Supplier: Imac Enterprises Corp.
Product: Shaker –Pro 3" Style & Rail
Face: Antique White
Back: Antique White
Door Style: 3" Stiles and rails
OP: 5
Color: Antique White 30 degree

Kitchen Countertop:

Supplier: Imac Enterprises Corp.
Product: Granite Slab

Colour: Imperial Brown
Thickness: $\frac{3}{4}$ "
Finish: Polish all exposed surfaces
Edge Detail: 1 $\frac{1}{2}$ " built up square edge

Ensuite and Main Bathroom Countertop:

Supplier: Imac Enterprises Corp.
Product: Marble Slab
Colour: Emporador Café
Thickness: $\frac{3}{4}$ "
Edge Detail: 1 $\frac{1}{2}$ " built up square edge
Finish: Polish all exposed surfaces

Threshold at Suite Entry:

Supplier: Imac Enterprises Corp.
Product: Granite
Colour: Antique Brown
Thickness: $\frac{3}{4}$ "
Finish: Polish all exposed surfaces

Paint:

Supplier: Blue Line Deco Painting Ltd.
Location: ***Walls throughout except wet areas***
Product: Sherwin Williams
Code: SW7036
Color: Accessible Beige
Finish: Eggshell

Location: ***Trim***
Supplier: Blue Line Deco Painting Ltd.
Product: Sherwin Williams
Code: SW7035
Color: Aesthetic White
Finish: Semi-gloss

Location: ***Walls, Ceilings at wet areas***
Supplier: Blue Line Deco Painting Ltd.
Product: Sherwin Williams
Code: SW7036
Color: Aesthetic Beige
Finish: Eggshell

Location: ***Ceilings***
Supplier: Blue Line Deco Painting Ltd.
Product: Sherwin Williams
Code: SW7035
Color: Aesthetic White
Finish: Flat

Finish Carpentry, Doors, Wire Shelving and Closet Organizers

Baseboards:

Supplier: Country Lumber
Installer: Rolin Interiors
Model: Flat Stock
Dimensions: 3 1/4" x 1/2"

Door Casing:

Supplier: Country Lumber
Installer: Rolin Interiors
Location: Passage Doors Interior Suites
Model: Flat Stock MDF Plant On
Dimensions: 2 1/5" x 1/2" Vertical, 3 1/5" x 3/4" Horizontal Header

Window Sill:

Supplier: Country Lumber
Installer: Rolin Interiors
Location: Kitchen windows
Model: WM1105
Dimensions: 3 1/2" x 3/4"

Suite Entry Door:

Manufacturer: Moulding & Millwork
Supplier: Pacific Prehung Doors
Installer: Rolin Interiors
Model: Solid Uniform Lite Birch – 20 Min

Interior Passage Door:

Manufacturer: Trimlite
Supplier: Pacific Prehung Doors
Installer: Rolin Interiors
Location: Bedrooms/Bathrooms/Ensuites/Closets
Model: 1 Panel Shaker – Paint Grade

Interior Passage Door:

Manufacturer: Trimlite
Supplier: Pacific Prehung Doors
Installer: Rolin Interiors
Location: Den
Model: Single Light Clear French Door – Paint Grade
Series: French Doors

Standard Closet Organizers:

Manufacturer: Rubbermaid
Supplier: Sunburst Shutters Blinds and Closets
Style: 12" deep rod and shelf set at 67-68" above the floor
Color: White Epoxy Coated Wire Shelving

Upgrade Closet Organizers:

Manufacturer: Sunburst Shutters Blinds and Closets
Supplier: Sunburst Shutters Blinds and Closets
Style: "Lifestyle Closet System"
Color: White 3/4" thick commercial grade pine core melamine with 3mm edging

Door Hardware, Cabinet Hardware & Shower Rod

Entry Lockset:

Location: Entry door, hall side
Manufacturer: Taymor
Supplier: Pacific Prehung Doors
Style: Citation 33-D5034
Finish: Chrome

Deadlock:

Location: Entry door
Manufacturer: Taymor
Supplier: Pacific Prehung Doors
Style: Citation 33-D440
Finish: Chrome

Passage Set:

Location: Passage Doors
Manufacturer: Taymor
Supplier: Pacific Prehung Doors
Style: Citation 33-B5034
Finish: Chrome

Door Viewer:

Manufacturer: Taymor
Supplier: Pacific Prehung Doors
Finish: 37-B4825N

Privacy Bed/Bath Set:

Manufacturer: Taymor
Supplier: Pacific Prehung Doors
Location: Passage Bathroom Doors and passage powder room doors
Style: Citation 33-D5024
Finish: Chrome

Single Dummy:

Manufacturer: Taymor
Supplier: Pacific Prehung Doors
Location: Storage swing doors
Style: Citation 33-504
Finish: Chrome

Decorative Knob:

Manufacturer: Marathon Fasteners
Supplier: Imac Enterprises Corp.
Location: Kitchen cabinet doors, ensuite & main bathroom cabinets
Style: 9109-BNI
Finish: Brushed Nickel

Decorative Pull:

Manufacturer: Richelieu
Supplier: Imac Enterprises Corp.
Location: Kitchen, ensuite & main bathroom drawers
Style: 30342

Finish: #195 Satin nickel

Shower Rod:

Manufacturer: Taymor
Supplier: Pacific Pre-hung
Type: 01-R9691
Finish: Chrome

Bathroom Accessories

Towel Bar:

Manufacturer: Cascade
Supplier: Pacific Prehung Doors
Installer: Rolin Interiors
Location: Main bathroom and ensuite bathroom
Model: Honor collection 2924
Finish: Polished Chrome
Dimensions: 24"

Toilet Tissue Holder:

Manufacturer: Cascade
Supplier: Pacific Prehung Doors
Installer: Rolin Interiors
Location: Main bathroom and ensuite bathroom
Model: Honor collection 2951 IM less cover
Finish: Polished Chrome
Dimensions: 153 x 78 x 94

Plumbing Fixtures, Fittings and Bathroom Fan

Kitchen Faucet:

Manufacturer: Taju
Supplier: Ocean Park Mechanical
Model: Sonora GD404554
Finish: Chrome
Features: Single Handle Pull Down

Kitchen Sink, single bowl:

Manufacturer: Kindred
Supplier: Ocean Park Mechanical
Model: KSS6U
Finish: Mirror rim and satin bowl
Dimensions: 23"l x 17" w x 9" d
Features: 18 gauge 18/10 stainless steel

Toilet:

Manufacturer: Kohler Wellworth
Supplier: Ocean Park Mechanical
Model: K-3422
Finish: White
Features: Vitreous china

Bathroom Faucet:

Manufacturer: Taju
Supplier: Ocean Park Mechanical
Model: Sonora GD223154
Finish: Chrome
Features: Single hole lav with pop-up waste

Undermount lavatory rectangular :

Manufacturer: Acritec
Supplier: Ocean Park Mechanical
Model: UM1812
Finish: White
Features: Single hole lavatory with pop-up waste

Bath/shower kit:

Manufacturer: Taju
Supplier: Ocean Park Mechanical
Model: Sonora GD504054T GD113000BT
Finish: Polished chrome
Features: Built-in tub & shower pressure balance valve w/ diverter

Drop in tub, Ensuite:

Manufacturer: Acritec
Supplier: Ocean Park Mechanical
Model: Simplicity 2 with plywood apron
Finish: White
Dimensions: 60"l x 32"w x 22" d
Features: Tilted flange

Drop in tub, Main bath in 2 bath units only:

Manufacturer: Acritec
Supplier: Ocean Park Mechanical
Model: Simplicity 2 with integral apron
Finish: White
Dimensions: 60"l x 32"w x 22" d
Features: tilted flange

Pot filler, Upgrade Option:

Manufacturer: Taju
Supplier: Ocean Park Mechanical
Model: Melrose GD205314
Finish: Chrome
Dimensions: 12" x 6"
Features: Shut Off and Control Valve

Single Threshold Shower Base:

Manufacturer: Acritec
Supplier: Ocean Park Mechanical
Model: – 3232
Finish: White
Dimensions: 32" x 32"

Bathroom Fan:

Manufacturer: Carnes VCDK009C
Supplier: DDK Ventilation
Location: Bathroom exhaust fan
Finish: White grill

Mirrors, Shower Enclosures, Blinds and Fireplace

Mirror, 5mm mirrored glass w/polished edge:

Manufacturer: Glass World
Supplier: Glass World
Location: Vanities at ensuite & main bath -
Edge: Square polished edge
Finish: Clear
Mounting: Adhere to wall
Dimensions: 37"-41" Ht by 30"-73" W

Frameless Slider Glass Enclosures for Showers (where applicable):

Manufacturer : Glass World
Supplier: Glass World
Glass: Tempered clear glass, w/chrome finish hardware
Edge detail: Polished all exposed edges

Horizontal Blinds:

Manufacturer: Cameo
Supplier: Spectrum Window Coverings
Product: Baked enamel steel top and bottom rails with aluminum slats
and polyester cords

Suite Fireplace, where applicable:

Manufacturer: Dimplex
Supplier: Fireplaces Unlimited
Product: Built in Electric Fireplace
Model: Optiflame BF33ST
Trim Finish: Black
Overall Dimensions: 32.8"w x 28.8" h x 14.3" d
Hearth Opening: 28"w x 22.5"H x 12"D

Lighting Fixtures

Surface Ceiling Mount Dish:

Manufacturer – Maxilite
Supplier: Design Lighting
Location: Entry, hallways, closets, den and bedrooms, where applicable
Model: Maxilite #MX 3257-11
Description: Frosted white glass dish with brush steel metal clips
Finish: Frosted white glass, brushed steel
Dimensions: 12" diameter
Lamping: 60W med base
Switch: as per electrical drawings
Mounting Method: surface ceiling mount

Recessed downlight small aperture:

Manufacturer: Lightolier
Supplier: Design Lighting
Location: Some hallways, kitchen, ensuite, where applicable
Model: 2076CH-12 lytecaster with R501-6 frame kit
Description: 3 3/4" aperture, cone and basic baffle downlight
Finish: Specular chrome cone and white flange
Dimensions: 3 3/4" cut-out x 10 1/8" W x 7 1/2" L x APPROX. 4.5" deep
Lamping: 50W PAR20
Switch: as per electrical drawings
Mounting Method: recessed ceiling

Electrical Cover Plate ("rosette"):

Manufacturer: Galaxy Lighting
Supplier: Design Lighting
Location: Dining room, where applicable
Model: 1001
Description: Plate to cover electrical access – pendant NIC
Finish: White

Surface Ceiling Mount Monopoint, directional:

Manufacturer: Banvil
Supplier: Design Lighting
Location: Wall at fireplace, where applicable
Model: PLV21-1WH
Description: Adjustable monopoint
Finish: White
Dimensions: 5"D x 6"H
Lamping: 1 x 50W MR 16 12 volt
Mounting Location: On centre to fireplace, 24" from wall surface

Surface Wall Mount, Marine Light:

Manufacturer: Galaxy Lighting
Supplier: Design Lighting
Location: Balcony Walls, where applicable
Model: 305112BK
Description: Round cast aluminum gasketed marine light
Finish: Powder coated black finish with sandblasted prismatic glass
Dimensions: 7 1/8" DIAM x 4 5/8" E
Lamping: 1 x 60W med.

Mounting Location: Wall surface on balconies

Recessed WET rated potlight & housing:

Manufacturer: Contrast Lighting
Supplier: Design Lighting
Location: Ensuite and Main bathroom over tub, where applicable
Model: S3450-01 trim with NW3000CM housing
Description: Low profile shower downlight, non ic type housing
Finish: 01 white
Dimensions: 4 7/16"dia x 3 15/16"D housing
Lamping: 12 V 50W MR16
Mounting Location: n/a

Recessed puck light small aperture:

Manufacturer: Alico
Supplier: Design Lighting
Location: Undercabinet Lighting, where applicable
Model: MZ701-15 with T4CM transformer and AC2A harness
Description: Metal recess or surface mount with MiniPot Premium Xenonchrome finish
Dimensions: 2 1/2 DIAM x 5/8" H
Lamping: 20w Xenon lamp (incl.) w/ 72" leads
Switch: As per electrical drawings
Mounting Location: Recessed under kitchen cabinets

Wall Sconce:

Manufacturer: Galaxy Lighting
Supplier: Design Lighting
Location: Ensuite Vanity, where applicable
Model: 224023BN
Description: Wall light with frosted glass cylinder up and down, brushed nickel finish
Finish: Frosted glass and brushed nickel
Dimensions: 16 1/8"L x 4 1/4" DIAM x 4 3/8 EXT
Lamping: 2 x 60W T-10

Wall Sconce: –

Manufacturer: Russel Lighting
Supplier: Design Lighting
Location: Main bathroom vanity, where applicable
Model: 224023BN
Description: Wall light with frosted glass cylinder up and down, brushed nickel finish
Dimensions: 16 1/8"L x 4 1/4" DIAM x 4 3/8 EXT
Lamping: 2 x 60W T-10
Switch: As per electrical drawings

Appliances

****Note:** Appliance dimensions are approximations – they should be used for basic planning purposes only. Homeowners should measure their own appliances to confirm anything other than rough openings.

Refrigerator :

Units: 125A, 125B, 225A, 225B, 321A, 321B, 520A, 520B
Manufacturer: – Kitchenaid
Supplier: Whirlpool Canada
Model: KBFS20ETSS
Finish: Stainless Steel
Dimensions: Approximately 69 ¾"H X 35 5/8"W X 29 1/4"D
Finish: Stainless

Refrigerator :

Units: Units other than those specified above
Manufacturer: – Kitchenaid
Supplier: Whirlpool
Model: KCS25FSMS
Finish: Stainless Steel
Dimensions: Approximately 71 7/8" h x 35 5/8" x 24" d

Dishwasher:

Manufacturer: Kitchenaid
Supplier: Whirlpool
Model: KUDK03FTSS
Finish: Stainless Steel
Dimensions: Approximately 34 ½"H x 23 7/8"W x 24 ½"D

Gas Cooktop:

Manufacturer - Kitchenaid
Supplier: Whirlpool
Model: KGCK306VSS
Finish: Stainless Steel
Dimensions: Approximately 29" x 19"

Wall Oven:

Manufacturer – Kitchenaid
Supplier: Whirlpool
Model: KEBS107SSS
Finish: Stainless Steel
Dimensions: Approximately 27 ¾"h x 28 ½" w x 23 ¼"d

Microwave:

Manufacturer: Kitchenaid
Supplier: Whirlpool
Model: KCMS1555RSS
Finish: Stainless Steel
Dimensions: Approximately 12 5/8"H x 21 7/8"w x 17 ¼"d

Hood Fan:

Manufacturer: Kitchenaid
Supplier: Whirlpool

Model: KWVU205YBA
Finish: Stainless Steel
Dimensions: Approximately 30"

½ HP Disposer:

Manufacturer: Mainline
Supplier: Ocean Park Mechanical
Model: Model 1900PC – 1/3 H.P.

Stacking Washer/Dryer:

Manufacturer: Whirlpool
Supplier: Whirlpool
Model: YWET3300SQ
Finish: White
Dimensions: Approximately 32 ¼"D x 72 ¾"H x 27 ¼"W

Alarm Pre-Wiring, Residential RF's, Visitor Intercom System, and Camera System

Alarm Pre-Wiring (If Applicable/Upgrade):

Supplied By:	NexGen Technologies Inc.
Ground Floor Pre-Wiring Wiring For:	Motion Detector, Main Entry Door and Keypad.
Above Grade Pre-Wiring Wiring For:	Motion Detector, Main Entry Door and Keypad.

Residential RF(S):

Manufacturer:	Keyscan
Supplier:	NexGen Technologies Inc.
Model:	Tx2-Prx/2 Button Radio Frequency Remote with Built Hid Proximity Chip
Battery Type:	Fdk Lithium Battery 3 Volt Dc/Battery Number Cr2032

***Note:** Upon possession, you were handed two RF remotes that control access to your parkade gates, and any other door with card reader access.

Visitor Intercom System:

Manufacturer:	Microm
Supplier:	NexGen Technologies Inc.
Model:	TAS 2000
Powered By:	Ac Transformer (in the event of a power failure, the intercom system will not work).

A Microm visitor intercom has been installed at the main lobby entry. Owners may prescreen visitors by television channels **116 analog** or **399 digital**. The intercom system operates with a landline or cell phone. **An active telephone line is required.** Your guest simply dials your code or selects your name by scrolling through the electronic directory on the lobby panel. Once the code/name is dialed, your telephone will ring. When you answer, you will be communicating with your guest. To unlock the main door, hit the digit **"9"** on your telephone. To refuse entry, simply hang up. When you unlock the door, the elevator cabs will be released to allow the visitor to get to your floor. The visitor has approximately **two minutes** to reach the elevator, and enter their floor destination. Please note random codes, which do not identify your apartment, have been chosen for security reasons.

If you have "call waiting" feature on your phone, and are engaged in a telephone conversation when a guest dials your code, a distinct tone will be heard. Flash the hook switch to answer the call. This action will automatically put your outside line "on hold". While on line, you can open the door by hitting the digit **"9"**, or flash the hook switch to refuse entry. Both actions will automatically reconnect you to the previous "on hold" caller to continue your conversation.

For guests requiring visitor parking, a visitor intercom system has been installed at the parking ramp. Simply instruct your guest to proceed to the parkade ramp, and select your name or code at the electronic directory. You can open the parkade door by hitting the digit **"9"** on your phone. Once your guest is parked, they should proceed to the P1 elevator lobby door. Again, your guest will select your name or code at the electronic directory. Once you hit **"9"**, your guest will be permitted into the P1 elevator lobby. From there, your guest will have two minutes to enter the elevator and proceed to your floor.

Camera System:

DVR Manufacturer:	Dedicated Micros
Camera Manufacturer:	Bosh High Impact Color Camera
Supplier:	NexGen Technologies
Model:	T.B.A.
Powered By:	Dc Source

Five pinhole and eight dome security cameras have been installed on the site. The pinhole cameras have been installed in the intercom panels. The eight dome security cameras have been installed at the following locations:

Building A

Main lobby pointing at the front doors
Ground level elevator lobby pointing at elevators
Inside parkade gate pointing at the gate

Building B

Main lobby pointing at the front doors
Ground level elevator lobby pointing at the elevators

Amenity Room

Camera in the lobby pointing at the main entry doors
Games room
Gym

Owners can view security camera information on channel **116 analog, or 399 digital**. A DVR will record all information on the security cameras. When the DVR is full (160 giga bites or approximately 3 weeks of information), it will record over the most dated information.

EMERGENCY &/OR YEAR END **Service Request Form**

To be completed for EMERGENCY &/or year end purposes ONLY.

To:	AH Ten Holdings Ltd. and Hemlock Drive Development Limited Partnership (Collectively Referred To As The "Developer").
Attention:	Customer Service Department 800-925 West Georgia Street Vancouver, B.C. V6C 3L2
Fax:	604-683-7690
E-Mail:	service@cressey.com

Name: _____ Date: _____

Address: _____

Telephone: Work: _____ Home: _____

Sale Closing Date: _____

Appointments for service are made during regular business hours: 7:00 am to 3:00 pm Monday to Friday. The owner must be present when the Developer is responding to either emergency or non-emergency warrantable claims. Please ensure that you schedule your service appointments so that you can remain at home until the repairs are complete.

The Developer may only repair warrantable items once during the term of the warranty (refer to both the "deficiency and warranty repairs" section & "Home Components" section of this Manual for more details).

Item #	Location	Description of Service Request	Item Repaired
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

Warranty Items Repaired:

Homeowner Signature/Customer Service Signature

Date

H O M E O W N E R M A N U A L

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Mandalay

Homeowner Manual

The Guide to Living in Your New Home

